



SPC SUMMARY

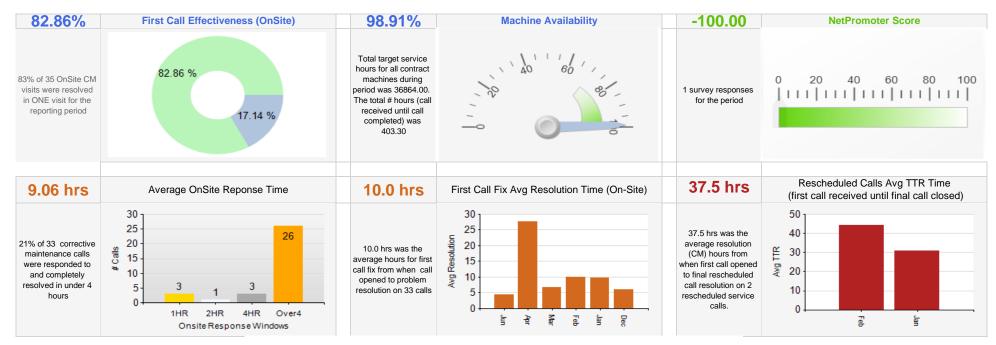
This fleet service report is a service SPC offers in order to stay ahead of problem or aging units under contract. It is designed to highlight areas of concern as well as determine how well your vendor is managing your fleet. Because of COVID-19, your volumes dropped by 40%, which likely has an effect on the number of service calls on your equipment for FY20.

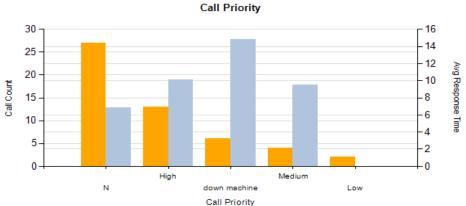
Out of 36 units under contract with OSV, there were 52 service calls on 25 copiers and printers. Uptime for your fleet was 98.91% with only 21% of all calls being corrected on the first call.

SPC's bid specs require vendor to arrive within an average of four hours for service calls. However, each vendor calculates these figures differently. OSV notes their response time from call to arrival as around 9 hours, which is very poor and will be addressed with the vendor.

		No equipment had more than 5 c	alls for the reporting perio	od July 1, 20	19 to June 3	0, 2020			
Equipment Number	Call Type Desc	Call Description	Address	Call Number	Open Date	Arrival Date	Total Calls	CMResponse Hours	Repair Hours

		Serial		# Service	Projected Monthly	Projected Monthly	Actual Monthly	Actual Monthly	Model Intro	Model Age	
Current Equipment Details	Location	Number	Install Date	Calls	Volume	Volume	Volume	Volume	Date	(years)	Model Type
Albert D Lawton Intermediate School : 104 Maple										,	
Street OSV-03381[Toshiba/E-Studio 5560c]	Room A4	CSHD13464	10/20/2014	5	5,490	5.392	4,138	4,708	4/1/2014	6.42	Color Photocopier
OSV-03382[Toshiba/Estudio 857]	Rm B21 - Teachers Room	CAHD13822	10/20/2014	1	29,327		24,142	4,700	6/1/2014	6.25	Black Photocopier
OSV-03383[Toshiba/Estudio 857]	Rm B21 - Teachers Room	CAHD13835	10/20/2014	3	23,929		18.137	0	6/1/2014		Black Photocopier
OSV-03384[Toshiba/E-Studio 3055c]	Library	C7HD78269	10/20/2014	2	3,327	3,552	2,613	2,058	7/1/2013		Color Photocopier
OSV-03389[Toshiba/E-Studio 4540cg]	Rm R124 - Cosmetology	SMI380670	10/20/2014	1	1,954		1,085	377		12	Color Network Printer
OSV-03390[Toshiba/Estudio 657]	Rm M127	CAHD14098	10/20/2014	1	9,414	0	126	0	6/1/2014	6.25	Black Photocopier
OSV-03391[Toshiba/Estudio 657]	Administrative Office (Room E100)	CAHD14097	10/20/2014	1	5,754	0	5,101	0	6/1/2014		Black Photocopier
OSV-03392[Toshiba/Estudio 657]	Rm E109 - Skill Tech & Co-op	CAHD14096	10/20/2014	0	3,675	0	2,002	0	6/1/2014		Black Photocopier
OSV-03393[Toshiba/E-Studio 5560cT]	Rm D101 - Student Services	CSHD13646	10/20/2014	0	6,453	1,940	5,915	2,299	4/1/2014		Color Photocopier
OSV-03395[Toshiba/TOSHES457]	Building Trades	CEHD28690	10/20/2014	0	1,620	0	1,424	0	6/1/2014	6.25	Black Photocopier
Essex Elementary School : 1 Bixby Hill Road											
OSV-03781[Toshiba/Estudio 857]	Room 33/Teachers Room	CABF31366	3/31/2016	1	41,279	0	26,657	0	6/1/2014	6.25	Black Photocopier
OSV-03786[Toshiba/E-Studio 6570c]	Office/ copy room	SSAF90726	3/31/2016	2	9,404	7,419	11,657	6,939			Color Photocopier
- 15101 1051 11 151											
Essex High School : 2 Educational Drive OSV-03388[Toshiba/E-Studio 3055c]	Maintenance	C7HD78644	10/20/2014	0	1,202	556	1,022	455	7/1/2013	7 17	Color Photocopier
OSV-03394[Toshiba/EStudio 207]	Room L101 - Library	CEHD29792	10/20/2014	1	728		579	433	6/1/2014		Black Photocopier
OSV-03396[Toshiba/EStudio 757]	Room C130-A - Special Education	CAHD13768	10/20/2014	2	14,641	0	8,157	0	6/1/2014		Black Photocopier
OSV-03397[Toshiba/EStudio 557]	Rm A99 - Guidance	CAHD14261	10/20/2014	1	4,742	0	3,488	0	6/1/2014	6.25	Black Photocopier
OSV-03398[Toshiba/Estudio 657]	Main Office	CAHD14105	10/20/2014	1	9,695	0	8,034	0	6/1/2014		Black Photocopier
OSV-04823[Toshiba/E-Studio 1057]	Room C238 Copy Room RIGHT - 2nd Floor	CBJE40118	8/23/2017	4	51,303	0	24,851	0	1/1/2015		High Production Black Photocopier
OSV-04824[Toshiba/E-Studio 1057]	Room C109B Copy Room LEFT - 1st Floor to status	CBAF40183	8/23/2017	4	63,020	0	44,827	0	1/1/2015		riigii i readelleri Bildek i riekeespier
COV 04024[1031IIDA/2 Ottalio 1007]	machine call Helpdesk x7777	OB/11 40100	0/20/2017	7	00,020	Ü	44,027		17 172010		High Production Black Photocopier
OSV-04825[Toshiba/E-Studio 1057]	Room C109B Copy Room RIGHT - 1st Floor	CBJE40093	8/23/2017	1	73,765	0	51,743	0	1/1/2015		High Production Black Photocopier
OSV-04826[Toshiba/E-Studio 1057]	Room C238 Copy Room LEFT - 2nd Floor	CBJE40101	8/23/2017	3	50,558	0	30,764	0	1/1/2015	5.67	High Production Black Photocopier
Essex Middle School : 60 Founders Road											
OSV-03783[Toshiba/Estudio 857]	Room 258	CABF31362	3/31/2016	2	36.441	0	25,468	0	6/1/2014	6.25	Black Photocopier
OSV-03787[Toshiba/E-Studio 6570c]	Room 103C	SSAF90713	3/31/2016	3	22,207	7,679	18,399	6,883	4/1/2014		Color Photocopier
Essex Town School District : 58 Founders Road		000547700	0/04/0040	1	5.005	0.005	4.000	0.405	4/4/0044	0.40	O-1 Dh-ti
OSV-03784[Toshiba/E-Studio 5560cT]	Copier	CSBE17738	3/31/2016	1	5,335	3,365	4,000	2,465	4/1/2014	6.42	Color Photocopier
Essex Westford School District : 51 Park Street											
OSV-03385[Toshiba/E-Studio 3055c]	Rm 206	C7HD78664	10/20/2014	0	1,279	2,899	987	1,497	7/1/2013		Color Photocopier
OSV-03401[Toshiba/Estudio 857]	Rm 112	CAHD13841	10/20/2014	0	16,300	0	10,759	0	6/1/2014	6.25	Black Photocopier
Founders Memorial School : 33 Founders Road											
OSV-03386f Toshiba/TOSHES457l	Library	CEHD28685	10/20/2014	2	331	0	4.767	0	6/1/2014	6.25	Black Photocopier
OSV-03782[Toshiba/ToshiE3437]	Room C226	CABF31365	3/31/2016	5	37,853	0	24,332	0	6/1/2014		Black Photocopier
OSV-03762[ToShiba/E-Studio 657]	Office Color Copier	SSAF90722	3/31/2016	2	33,119	12,660	21,690	8,176	4/1/2014	6.42	Color Photocopier
U		ļ									
Hiawatha Elementary School : 34 Hiawatha Avenue									1		
OSV-03400[Toshiba/Estudio 857]	Teachers Room	CAHD13828	10/20/2014	0	19,160	0	14,545	0	6/1/2014		Black Photocopier
OSV-03751[Toshiba/TEstudio457]	RM28C	CEKE47064	1/28/2016	0	198	0	197	0	6/1/2014	6.25	Black Photocopier
Thomas Fleming Elementary School : 21 Prospect											
OSV-03387[Toshiba/E-Studio 3055c]	Main Office	C7HD78665	10/20/2014	2	2,054	3.151	1,550	2,482	7/1/2013	7 17	Color Photocopier
OSV-03307[ToShiba/E-Studio 30330]	Room 105 Hallway	CAHD14073	10/20/2014	0	8,067		7,536	2,402	6/1/2014	6.25	Black Photocopier
OSV-03403[Toshiba/Estudio 657]	Room 213 Hallway	CAHD14100	10/20/2014	0	14,923	0	9,444	0	6/1/2014		Black Photocopier
OSV-03404[Toshiba/EStudio 557]	Main Office	CAHD14264	10/20/2014	1	4,267	0	4,013	0	6/1/2014		Black Photocopier
Westford Elementary School : 146 Brookside Road											
-		041:5:::	40/								Disab Bhatasasias
OSV-03405[Toshiba/EStudio 557]	Common Area	CAHD14259	10/20/2014	0	4,935	0	3,263	0	6/1/2014	6.25	Black Photocopier
TOTALS & AVERAGES				52	617749	49053	427412	38339		6.48	
		 							-		
	I .	1		L	I	I.			1	l	l





Caller	Call Count
802-878-1388 OR 802-999-4743 Dave	1
E-Studio 5560c	
Toshiba E-Studio 5560c Color Copier EQ# OSV-03381	1
DOWN MAC NOTRUN	1
Barbara Edwards	7
E-Studio 3055c	
Toshiba E-Studio 3055c Color Copier EQ# OSV-03384	2
Lines on copy	2
E-Studio 5560c	
Toshiba E-Studio 5560c Color Copier EQ# OSV-03381	4
Parts Shipped	4
Estudio 857	
Toshiba Estudio 857 EQ# OSV-03383	1
Lines on copy	1
Debbie Curtis	1
Estudio 657	
Toshiba EStudio 657 EQ# OSV-03391	1
COPY QUALITY POOR	1
Donna 802-878-2584 osv-service@ewsd.org	1
E-Studio 1057	
Toshiba E-Studio 1057 Digital Copier EQ# OSV-04824	1
JAMMING	1
Jane	1
Estudio 857	
Toshiba Estudio 857 EQ# OSV-03782	1
JAMMING	1
Jane 802-857-6300	2
Estudio 857	
Toshiba Estudio 857 EQ# OSV-03782	1
JAMMING	1
TOSHES457	
Toshiba eStudio 457 B/W Copier A3 45 PPM Copy, Print, Scan, Fax EQ# OSV-03386	1
JAMMING	1
Jane Olesen	4

Caller ESSEX WESTION	Call Count
E-Studio 6570c	
Toshiba E-Studio 6570c Color Copier EQ# OSV-03785	1
Customer requests cleaning	1
Estudio 857	
Toshiba Estudio 857 EQ# OSV-03782	2
HAS PART	2
TOSHES457	
Toshiba eStudio 457 B/W Copier A3 45 PPM Copy, Print, Scan, Fax EQ# OSV-03386	1
Remove Jam	1
Jillian Aldrich	1
E-Studio 3055c	
Toshiba E-Studio 3055c Color Copier EQ# OSV-03387	1
HAS PART	1
Kim 802-857-1501	3
E-Studio 6570c	
Toshiba E-Studio 6570c Color Copier EQ# OSV-03787	1
DOWN MAC NOTRUN	1
Estudio 857	
Toshiba Estudio 857 EQ# OSV-03783	2
DOWN MAC NOTRUN	2
Kim Maiberger	1
E-Studio 6570c	
Toshiba E-Studio 6570c Color Copier EQ# OSV-03787	1
Fax problem	1
Laurie Wilcox	2
E-Studio 6570c	
Toshiba E-Studio 6570c Color Copier EQ# OSV-03785	1
Customer requests cleaning	1
Estudio 857	
Toshiba Estudio 857 EQ# OSV-03782	1
Drawer issue	1
Lorna Michaud	1
E-Studio 5560cT	
Toshiba E-Studio 5560cT Color Copier EQ# OSV-03784	1
Paper Tray Issue	1
Olivia	19

Caller	Essex westrora	Call Count
E-Studio 1057		
Toshiba E-Studio 1057 Digital Copier EQ# OSV-04823		1
JAMMING		1
Toshiba E-Studio 1057 Digital Copier EQ# OSV-04824		1
JAMMING		1
Toshiba E-Studio 1057 Digital Copier EQ# OSV-04825		1
?Unknown Problem?		1
Toshiba E-Studio 1057 Digital Copier EQ# OSV-04826		2
Parts in Box		2
EStudio 207		
EStudio 207 EQ# OSV-03394		1
NOISE		1
E-Studio 3055c		
Toshiba E-Studio 3055c Color Copier EQ# OSV-03387		1
COPY QUALITY POOR		1
EStudio 557		
Toshiba Estudio 557 EQ# OSV-03397		1
Customer requests cleaning		1
Toshiba Estudio 557 EQ# OSV-03404		1
PM		1
Estudio 657		
Toshiba EStudio 657 EQ# OSV-03398		1
Customer requests cleaning		1
E-Studio 6570c		
Toshiba E-Studio 6570c Color Copier EQ# OSV-03786		2
Service Code		2
Toshiba E-Studio 6570c Color Copier EQ# OSV-03787		1
Fax problem		1
EStudio 757		
EStudio 757 copier EQ# OSV-03396		2
Needs Part		2
Estudio 857		
Toshiba Estudio 857 EQ# OSV-03382		1
JAMMING		1
Toshiba Estudio 857 EQ# OSV-03383		2
Cleaning Web		2

	ESSEX MESTIDIA	3611001
Caller		Call Count
Toshiba Estudio 857 EQ# OSV-03781		1
Door wont close		1
Paul		1
E-Studio 4540cg		
Toshiba E-Studio 4540cg 45 PPM Color MFP EQ# OSV-03389		1
DOWN MAC NOTRUN		1
Paul 802-373-4043		2
E-Studio 1057		
Toshiba E-Studio 1057 Digital Copier EQ# OSV-04823		1
MAINT LITE		1
Toshiba E-Studio 1057 Digital Copier EQ# OSV-04824		1
DOWN MAC NOTRUN		1
Paul 802-373-4043		3
E-Studio 1057		
Toshiba E-Studio 1057 Digital Copier EQ# OSV-04823		2
Paper Tray Issue		2
Toshiba E-Studio 1057 Digital Copier EQ# OSV-04824		1
JAMMING		1
Paul Scharf		2
E-Studio 1057		
Toshiba E-Studio 1057 Digital Copier EQ# OSV-04826		1
ERROR CODE		1
Estudio 657		
Toshiba EStudio 657 EQ# OSV-03390		1
HAS PART		1
Total		52

									Response	CM Response	Renair	Resolution	Rescheduled	Call Back
									Hours	Hours	Hours		resonedated	Guii Buoi
Elementary School			% Calls in SLA	Total Calls	i In SLA	4			13.83				7.8	9
t D Lawton Intermediate School :			28.571%	7		2								
E-Studio 3055c [Toshiba]									5.07	7	1.3	3 C	0.0	1
OSV-03384 sn:C7HD78	629								5.07		1.3		0.0	1
SC220824														
Cal	SC220824	Lines on copy [O]		Call In SLA:	N/A	SLA Response	4.00	Contract#:	CT01504-OSV-03				0	0
						Hours:								
	Assigned Tech:				2020/03/09 08:45	Response Hours:	1.73	Call Priority:						
	Caller	Barbara Edwards		Dispatched:	2020/03/09 10:04	CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	Cleaned screen but still g	getting lines on the	Arrived:	2020/03/09 10:29	Travel Hours:	0.42							
		conies		Completed	2020/03/09 12:05	Repair Hours:	1.6		End of Day, More					
						Deschaire Herre	0		Time Needed					
						Resolution Hours:	0							
	ProblemCodes													
			Podo/Foult Oct											
	Problem Code:	Machine Fault/Error C	Joue/Fault Code											
	Problem Code:	Image Quality												
	Resolution Code:	Dovolones B	ir or Replacement											
	Resolution Code:		ir or Replacement				-							
Cal	SC220947	HAS PART [O]	iii oi Repiacement	Call In SLA:	N/A	SLA Response	4.00	Contract#:	CT01504-OSV-03				0	1
Cai	30220947	TIAO FART [O]		Call III SEA.	. IVA	Hours:	4.00	Contractif.	C101304-03V-03				O .	1
	Assigned Tech:	David Prior		Received:	2020/03/09 12:15	Response Hours:	8.4	Call Priority:	High					
	Caller	Barbara Edwards		Dispatched:	2020/03/12 14:29	CM Response		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Descr	Cleaned screen but still g	getting lines on the	Arrived:	2020/03/12 15:20	Hours: Travel Hours:	0.85							
	- Can Desc.	conine	gotting into on the		2020/03/12 16:25	Repair Hours:	1.08							
				Departure	2020/03/12 10.23	Resolution Hours:	0							
						resolution riours.	O							
SC220947														
00220347														
	ProblemCodes													
	Problem Code:	Machine Fault/Error C	Code/Fault Code											
	i iobioiii oodo:	Widoriiro i dale Error e	Joddy' dan Oodo											
	Resolution Code:	Developer Rena	ir or Replacement											
	Resolution Code:		ir or Replacement											
E-Studio 5560c [Toshiba]							-		7.21	8.	37 1.1	7	7.5	1
OSV-03381 sn:CSHD13	464								7.21				7.5	1
										1				
SC211950														
Cal	SC211950	print issue [CM]		Call In SLA:	No	SLA Response	4.00	Contract#:	CT01504-OSV-03			12.0	02	0
						Hours:								
	Assigned Tech:				2020/01/06 12:26	Response Hours:		Call Priority:	=					
	Caller	Barbara Edwards		Dispatched:	2020/01/07 14:53	CM Response Hours:	11.13	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	Copier is not printing well		Arrived:	2020/01/07 15:04	Travel Hours:	0.18							
		ie fadad hannane on cole	or and black print	Completed	2020/01/07 15:57	Repair Hours:	0.88							
						Resolution Hours:	12.02							
	ProblemCodes	1												
		COPY QUALITY												
		COPY QUALITY	eaned and Tested											
SC215992	Problem Code:	COPY QUALITY	eaned and Tested											
	Problem Code: Resolution Code:	COPY QUALITY		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-03			8	3.5	0

								Hours	CM Response Hours	Hours	Resolution Time	Rescheduled	Call
	Caller:	Barbara Edwards	Dispatched:	2020/02/03 14:00	CM Response	7.75	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Doso	faded copies - Barb	Arrived:	2020/02/03 14:01	Hours: Travel Hours:	0.02							
	Call Desc.	oopioo Daio		1 2020/02/03 14:46	Repair Hours:	0.02							
			Completed	2020/02/03 14.40									
					Resolution Hours:	8.5							
	ProblemCodes												
		LITE COPY											
	Resolution Code:	NO PROB FOL	UND										
SC217709													
Cal	II SC217709	COPY QUALITY POOR [CM]	Call In SLA:	: No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-03			11.0	5	0
	Assigned Tech:	David Prior	Received:	2020/02/13 10:55	Response Hours:	10.45	Call Priority:	N					
	Caller:	Barbara Edwards	Dispatched:	2020/02/14 12:43	CM Response	10.45	Bill Code:	OSV Copier Maint Incl	l Parts Labor Travel Toner				
	Call Deco	We have a large color project to run and	lit's Δrrivod	2020/02/14 12:52	Hours: Travel Hours:	0.15							
	Call Desc:	making bad copies. Please help ASAP.	Allived:	. 2020/02/14 12:32	naver nours:	0.15							
		Thanks.	Completed	2020/02/14 13:28	Repair Hours:	0.6	Incompleted	End of Day, More					
			Completed	2020/02/14 13:28			incompleted	Time Needed					
					Resolution Hours:	11.05							
	ProblemCodes												
	Problem Code:	Image Quality											
	Possiution Code:	Dovolonor Panair or Panin	mont										
Cal	Resolution Code: II SC217946	Developer Repair or Replacer Parts Shipped [O]	Call In SLA:	· N/A	SLA Response	4.00	Contract#:	CT01504-OSV-03				0	1
Gai			Oall III GLA.		Hours:	4.00						•	
	Assigned Tech:			2020/02/14 13:32	Response Hours:	2.57	Call Priority:						
	Caller:	Barbara Edwards	Dispatched:	2020/02/17 10:13	CM Response		Bill Code:	OSV Copier Maint Incl	I Parts Labor Travel Toner				
	Call Desc:	Needs overnight customer has big job to	do - Arrived:	2020/02/17 10:34	Hours: Travel Hours:	0.35							
		We have a large color project to run and making bad copies. Please help ASAP.	d it's										
		Thanks.PARTS SENT 02/14/2020											
			Departure	2020/02/17 11:43	Repair Hours:	1,15							
			Doparturo		Resolution Hours:	0							
SC217946	3												
	ProblemCodes												
	Problem Code:	Image Quality											
	Resolution Code:	Developer Repair or Replacer	ment										
SC226109		DOWN MAC NOTRUN [CM]	Call In SLA:	No	CI A Boor	4.00	0	CT01504-OSV-03				5	0
Cal	II SC226109	DOWN WAS NOTKUN [CIVI]	Call in SLA:	ONI	SLA Response Hours:	4.00	Contract#:	C101504-USV-03			6.1	5	0
	Assigned Tech:	David Prior	Received:	2020/06/09 12:56	Response Hours:	4.15	Call Priority:	down machine					
	Caller:	802-878-1388 OR 802-999-4743	Dispatched:	2020/06/10 08:00	CM Response	4.15	Bill Code:	OSV Copier Maint Incl	I Parts Labor Travel Toner				
	Call Desc:	Dave Jamming constantly **PLEASE CALL 1	ST Arrived:	2020/06/10 08:35	Hours: Travel Hours:	0.58							
		NOT ALWAYS IN THE OFFICE and building will be locked 802-878-1388 or				3.30							
		802-999-4743											
			Completed	2020/06/10 10:35	Repair Hours:								
					Resolution Hours:	6.15							
	ProblemCodes												
		Jamming/Jammed											
		January/Januare			1								
	Fiobleiii Code.	-											
	Resolution Code:	Clean/A	diust										

	1							וע אנווטטו טו						
									Response Hours	CM Response Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
udio 857 [Toshiba]									4.06		2.08 1.1		2.2	0
OSV-03382 sn:CAHD138	822								0.68		0.68 0.9	1	.5	0
SC226191														
	I SC226191	JAMMING [CM]		Call In SLA:	Vas	SLA Response	4.00	Contract#:	CT01504-OSV-03			1.0	53	0
Odii	1 00220131	o, annua (om)		Odii iii OLA.	103	Hours:	4.00	Contractir.	5101304 004 05			1.4	55	
	Assigned Tech:	David Prior		Received:	2020/06/10 10:27	Response Hours:	0.68	Call Priority:	N					
	Caller:	Olivia		Dispatched:	2020/06/10 10:59	CM Response	0.68	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
						Hours:								
	Call Desc:	jamming			2020/06/10 11:08	Travel Hours:								
				Completed	2020/06/10 11:59	Repair Hours:	0.85							
						Resolution Hours:	1.53							
	ProblemCodes													
	Problem Code:	Jamming/Jammed												
	Resolution Code:		Clean/Adjust											
	Resolution Code:	Sensor Renai	ir or Replacement											
OSV-03383 sn:CAHD138		Condoi Nepali							5.18		2.79 1.2		4	0
03V-0303 SII.CADD138									5.18		2.19 1.2	2		
SC213897														
Call	SC213897	Lines on copy [O]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-03				0	0
	Assigned Tech:	David Prior		Received:	2020/01/20 10:28	Response Hours:	9.98	Call Priority:	High					
		Barbara Edwards			2020/01/21 11:31	CM Response			-	Parts Labor Travel Toner				
	Odilor.	Barbara Lawarao		Diopatorioa.	2020/01/21 11:01	Hours:		Diii Godo.	oor copioi mani moi	Tarto Educati Travol Toriol				
	Call Desc:	machine is making bad co		Arrived:	2020/01/21 11:57	Travel Hours:	0.43							
		the copies. have already of the machine.	cleaned the top of											
		uio maonino.		Completed	2020/01/21 14:04	Repair Hours:	2.12							
						Resolution Hours:								
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	Cle	eaned and Tested											
	Resolution Code:		Replaced Parts											
SC220934	l I													
	SC220934	Cleaning Web [CM]		Call In SLA:	Yes	SLA Response	4.00	Contract#:	CT01504-OSV-03			1.5	52	0
						Hours:						1.9	52	0
	Assigned Tech:	: David Prior		Received:	2020/03/09 11:43	Hours: Response Hours:	0.8	Call Priority:	High			1.	52	0
	Assigned Tech:			Received:		Hours: Response Hours: CM Response		Call Priority:	High	Parts Labor Travel Toner		1.	52	0
	Assigned Tech:	: David Prior		Received: Dispatched:	2020/03/09 11:43 2020/03/09 12:22	Hours: Response Hours: CM Response Hours:	0.8 0.80	Call Priority:	High	Parts Labor Travel Toner		1.	52	0
	Assigned Tech:	David Prior		Received: Dispatched: Arrived:	2020/03/09 11:43 2020/03/09 12:22 2020/03/09 12:31	Hours: Response Hours: CM Response Hours: Travel Hours:	0.8 0.80 0.15	Call Priority:	High	Parts Labor Travel Toner		1.	52	0
	Assigned Tech:	David Prior		Received: Dispatched: Arrived:	2020/03/09 11:43 2020/03/09 12:22	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	0.8 0.80 0.15 0.72	Call Priority:	High	Parts Labor Travel Toner		1.3	52	0
	Assigned Tech:	David Prior		Received: Dispatched: Arrived:	2020/03/09 11:43 2020/03/09 12:22 2020/03/09 12:31	Hours: Response Hours: CM Response Hours: Travel Hours:	0.8 0.80 0.15 0.72	Call Priority:	High	Parts Labor Travel Toner		1.3	52	0
Call	Assigned Tech: Caller: Call Desc:	David Prior		Received: Dispatched: Arrived:	2020/03/09 11:43 2020/03/09 12:22 2020/03/09 12:31	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	0.8 0.80 0.15 0.72	Call Priority:	High	Parts Labor Travel Toner		1.3	52	0
Call SC226192	Assigned Tech: Caller: Call Desc:	David Prior Olivia needs a web		Received: Dispatched: Arrived: Completed	2020/03/09 11:43 2020/03/09 12:22 2020/03/09 12:31 2020/03/09 13:14	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours:	0.8 0.80 0.15 0.72 1.52	Call Priority: Bill Code:	High OSV Copier Maint Incl	Parts Labor Travel Toner				
Call SC226192	Assigned Tech: Caller: Call Desc:	David Prior		Received: Dispatched: Arrived:	2020/03/09 11:43 2020/03/09 12:22 2020/03/09 12:31 2020/03/09 13:14	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours:	0.8 0.80 0.15 0.72	Call Priority: Bill Code:	High	Parts Labor Travel Toner				0
Call SC226192	Assigned Tech: Caller: Call Desc:	David Prior Olivia needs a web JAMMING [CM]		Received: Dispatched: Arrived: Completed Call In SLA:	2020/03/09 11:43 2020/03/09 12:22 2020/03/09 12:31 2020/03/09 13:14 No	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours:	0.8 0.80 0.15 0.72 1.52	Call Priority: Bill Code: Contract#:	High OSV Copier Maint Incl	Parts Labor Travel Toner				
Call SC226192	Assigned Tech: Caller: Call Desc:	David Prior Olivia needs a web JAMMING [CM]		Received: Dispatched: Arrived: Completed Call In SLA: Received:	2020/03/09 11:43 2020/03/09 12:22 2020/03/09 12:31 2020/03/09 13:14 No 2020/06/10 10:27	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours: Response Hours:	0.8 0.80 0.15 0.72 1.52	Call Priority: Bill Code: Contract#: Call Priority:	High OSV Copier Maint Incl CT01504-OSV-03					
Call SC226192	Assigned Tech: Caller: Call Desc:	David Prior Olivia needs a web JAMMING [CM]		Received: Dispatched: Arrived: Completed Call In SLA: Received:	2020/03/09 11:43 2020/03/09 12:22 2020/03/09 12:31 2020/03/09 13:14 No	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours:	0.8 0.80 0.15 0.72 1.52 4.00 4.77 4.77	Call Priority: Bill Code: Contract#: Call Priority:	High OSV Copier Maint Incl CT01504-OSV-03	Parts Labor Travel Toner Parts Labor Travel Toner				
Call SC226192	Assigned Tech: Caller: Call Desc:	David Prior Olivia needs a web JAMMING [CM] David Prior Olivia		Received: Dispatched: Arrived: Completed Call In SLA: Received: Dispatched:	2020/03/09 11:43 2020/03/09 12:22 2020/03/09 12:31 2020/03/09 13:14 No 2020/06/10 10:27	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours: Response Hours: CM Response	0.8 0.80 0.15 0.72 1.52 4.00 4.77 4.77	Call Priority: Bill Code: Contract#: Call Priority:	High OSV Copier Maint Incl CT01504-OSV-03					
Call SC226192	Assigned Tech: Caller: Call Desc: SC226192 Assigned Tech: Caller:	David Prior Olivia needs a web JAMMING [CM] David Prior Olivia		Received: Dispatched: Arrived: Completed Call In SLA: Received: Dispatched: Arrived:	2020/03/09 11:43 2020/03/09 12:22 2020/03/09 12:31 2020/03/09 13:14 No 2020/06/10 10:27 2020/06/10 14:24	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours: CM Response Hours: CM Response Hours:	0.8 0.80 0.15 0.72 1.52 4.00 4.77 4.77	Call Priority: Bill Code: Contract#: Call Priority:	High OSV Copier Maint Incl CT01504-OSV-03					
Call SC226192	Assigned Tech: Caller: Call Desc: SC226192 Assigned Tech: Caller:	David Prior Olivia needs a web JAMMING [CM] David Prior Olivia		Received: Dispatched: Arrived: Completed Call In SLA: Received: Dispatched: Arrived:	2020/03/09 11:43 2020/03/09 12:22 2020/03/09 12:31 2020/03/09 13:14 No 2020/06/10 10:27 2020/06/10 14:24 2020/06/10 15:13	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours: CM Response Hours: CM Response Hours: Travel Hours:	0.8 0.80 0.15 0.72 1.52 4.00 4.77 4.77 0.82 0.83	Call Priority: Bill Code: Contract#: Call Priority:	High OSV Copier Maint Incl CT01504-OSV-03					
Call SC226192	Assigned Tech: Caller: Call Desc: SC226192 Assigned Tech: Caller:	David Prior Olivia needs a web JAMMING [CM] David Prior Olivia		Received: Dispatched: Arrived: Completed Call In SLA: Received: Dispatched: Arrived:	2020/03/09 11:43 2020/03/09 12:22 2020/03/09 12:31 2020/03/09 13:14 No 2020/06/10 10:27 2020/06/10 14:24 2020/06/10 15:13	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours: CM Response Hours: Travel Hours: Repair Hours:	0.8 0.80 0.15 0.72 1.52 4.00 4.77 4.77 0.82 0.83	Call Priority: Bill Code: Contract#: Call Priority:	High OSV Copier Maint Incl CT01504-OSV-03					
Call Ca	Assigned Tech: Caller: Call Desc: SC226192 Assigned Tech: Caller:	David Prior Olivia needs a web JAMMING [CM] David Prior Olivia		Received: Dispatched: Arrived: Completed Call In SLA: Received: Dispatched: Arrived:	2020/03/09 11:43 2020/03/09 12:22 2020/03/09 12:31 2020/03/09 13:14 No 2020/06/10 10:27 2020/06/10 14:24 2020/06/10 15:13	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours: CM Response Hours: Travel Hours: Repair Hours:	0.8 0.80 0.15 0.72 1.52 4.00 4.77 4.77 0.82 0.83	Call Priority: Bill Code: Contract#: Call Priority:	High OSV Copier Maint Incl CT01504-OSV-03					
Call Ca	Assigned Tech: Caller: Call Desc: SC226192 Assigned Tech: Caller:	David Prior Olivia needs a web JAMMING [CM] David Prior Olivia jamming		Received: Dispatched: Arrived: Completed Call In SLA: Received: Dispatched: Arrived:	2020/03/09 11:43 2020/03/09 12:22 2020/03/09 12:31 2020/03/09 13:14 No 2020/06/10 10:27 2020/06/10 14:24 2020/06/10 15:13	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours: CM Response Hours: Travel Hours: Repair Hours:	0.8 0.80 0.15 0.72 1.52 4.00 4.77 4.77 0.82 0.83	Call Priority: Bill Code: Contract#: Call Priority:	High OSV Copier Maint Incl CT01504-OSV-03					

						L33C/	· vvcst	iora scrioor Di						
									Response Hours	CM Response Hours		Resolution Time	Rescheduled	Call Back
	Resolution Code:		Clean/Adjust											
	Resolution Code:	Key	Operator Training											
ter for Technology : 2 Educational		,	50.00%			1								
E-Studio 4540cg [Toshiba]									11.17	11.1	7 0.7	11.9)	0
OSV-03389 sn:SMI38067	0								11.17	11.1	7 0.7	11.9		0
00040007														
SC218097	SC218097	DOWN MAC NOTRUN [ICM1	Call In SLA:	No	SLA Response	4.00	Contract#:	CT01504-OSV-03			11.85		0
			,			Hours:								
	Assigned Tech:				2020/02/18 08:09	Response Hours:			down machine					
	Caller:	Paul		Dispatched:	2020/02/19 10:17	CM Response Hours:	11.17	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	Saying finisher is not con	nnected	Arrived:	2020/02/19 10:49	Travel Hours:	0.53							
				Completed	2020/02/19 11:30	Repair Hours:	0.68							
						Resolution Hours:	11.85							
	ProblemCodes													
	Problem Code:	Broken Part												
E 0: 1: 5500 T.T. 1:1.1	Resolution Code:		Finisher											
E-Studio 5560cT [Toshiba]														
OSV-03393 sn:														
Estudio 657 [Toshiba]									158.39	1.1	0.6	0.0)	1
OSV-03390 sn:CAHD140	98								315.68		0.3			1
SC198125														
Call	SC222863	HAS PART [O]		Call In SLA:	N/A	SLA Response	4.00	Contract#:	CT01504-OSV-02			()	1
	Assigned Teels	Harold Santamore		Dogoisodo	2020/04/06 11:29	Hours: Response Hours:	215 60	Call Priority:	Lliab					
		Paul Scharf			2020/04/06 11:29	CM Response	313.00			Parts Labor Travel Toner				
	Galler.	r dui Ochari		Dispatorica.	2020/00/02 00:00	Hours:		Biii Codc.	OOV Oopici Maint inci	Tario Labor Haver Torici				
	Call Desc:	???needs fr-kit mo-kit dr	rum asap overnight	Arrived:	2020/06/02 08:05	Travel Hours:	0.08							
				Departure	2020/06/02 08:25	Repair Hours:								
						Resolution Hours:	0							
SC222863														
	Deeble as On dee													
	ProblemCodes	Machine Fault/Error C	Codo/Equit Code											
	Problem Code:	wacrime rauli/error C	Joue/Fault Code											
	Resolution Code:	Ro	pard Replacement											
OSV-03391 sn:CAHD140		BC	a replacement						1.10	1.10	0.8	1.9	9	0
22. 22301 01.07110140									1.10		0.0			
SC222234														
Call	SC222234	COPY QUALITY POOR	[CM]	Call In SLA:	Yes	SLA Response	4.00	Contract#:	CT01504-OSV-03			1.88	3	0
	Assigned Tech:	David Prior		Received:	2020/03/20 12:55	Hours: Response Hours:	1.1	Call Priority:	N					
		Debbie Curtis			2020/03/20 12:35	CM Response	1.10			Parts Labor Travel Toner				
						Hours:		Biii Code.	COV Copici Ivianii IIICI	. a. a Labor Haver Toller				
	Call Desc:	CQ			2020/03/20 14:01	Travel Hours:								
				Completed	2020/03/20 14:48	Repair Hours:								
						Resolution Hours:	1.88							
	ProblemCodes													

						Essex	west	ford School Di	strict					
									Response Hours	CM Response Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Problem Code:	Image Quality												
	Resolution Code:		Clean/Adjust											
OSV-03392 sn:														
TOSHES457 [Toshiba]														
OSV-03395 sn:														
00 v 00000 sii.														
ex Elementary School : 1 Bixby Hill			50.00%	2		1								
E-Studio 6570c [Toshiba]									3.61	3.6	1 1.1	4.	7	0
OSV-03786 sn:SSAF9072	26								3.61	3.6				0
00 1 00 100 0 m. 00 1 1 00 1 1														
SC214478	SC214478	Service Code [CM]		Call In SLA:	Voc	SLA Response	4.00	Contract#:	CT01504-OSV-03			1.2	7	0
Call	30214476	Service Code [Civi]		Call III SLA.	res	Hours:	4.00	Contract#.	C101304-O3V-03			1.2		o e
	Assigned Tech:	David Prior		Received:	2020/01/22 15:14	Response Hours:	0.32	Call Priority:	N					
	Caller:	Olivia		Dispatched:	2020/01/22 15:25	CM Response	0.32	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	0-11 D-	popino code		A 1	2020/04/22 45:22	Hours:	0.40							
	Call Desc:	service code			2020/01/22 15:33	Travel Hours:	0.13							
				Completed	2020/01/22 16:41	Repair Hours:								
						Resolution Hours:	1.27							
	ProblemCodes													
	Problem Code:	Message												
		01	1.7											
	Resolution Code:	Cle	eaned and Tested											
	Resolution Code:		Instructed											
SC218150	SC218150	DOWN MAC NOTRUN [6	ICMI	Call In SLA:	No	CI A Beenenee	4.00	Contractific	CT01504-OSV-03			8.0		0
Call	30210130	DOWN WAC NOTKON [Civij	Call III SLA.	NO	SLA Response Hours:	4.00	Contract#.	C101504-O5V-05			6.0		o e
	Assigned Tech:	David Prior		Received:	2020/02/18 10:36	Response Hours:	6.9	Call Priority:	down machine					
	Caller:	Olivia		Dispatched:	2020/02/19 08:41	CM Response	6.90	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	C-# D	Manage with Farm Code	CD74	A	0000/00/40 00:00	Hours:	0.00							
	Call Desc:	Wrench with Error Code	CD/1		2020/02/19 09:00	Travel Hours:	0.32							
				Completed	2020/02/19 10:11	Repair Hours:	1.18							
						Resolution Hours:	8.08							
	Decklers Codes													
	Problem Code:	Machine Fault/Error C	ode/Fault Code											
	Julioni Oude.		-ouori aun ooud											
	Resolution Code:		Clean/Adjust											
Estudio 857 [Toshiba]									5.08		1.1	0.		0
OSV-03781 sn:CABF3136	66								5.08		1.1	0.		0
SC214289														
	SC214289	Door wont close [O]		Call In SLA:	N/A	SLA Response	4.00	Contract#	CT01504-OSV-03					0
Call	002 14209	DOOR WORK GLOSE [O]		Call III SLA:	IVA	Hours:	4.00	Contract#:	0101004-034-03					
	Assigned Tech:	David Prior		Received:	2020/01/22 09:08	Response Hours:	5.08	Call Priority:	Low					
	Caller:	Olivia		Dispatched:	2020/01/22 13:16	CM Response		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	0-11 D-	broken piece f	or of appier	A 1	2020/04/22 44:42	Hours:	0.05							
	Call Desc:	broken piece on front door			2020/01/22 14:13	Travel Hours:								
				Completed	2020/01/22 15:18	Repair Hours:								
						Resolution Hours:	0							
	ProblemCodes													

									Response Hours	CM Response Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Problem Code:	Broken Part												
	Resolution Code:	С	leaned and Tested											
	Resolution Code:		Replaced Parts											
High School : 2 Educational			0.00%	11	'	0			0.50	0.00				
E-Studio 1057 [Toshiba]	40								8.53 5.38					2
OSV-04823 sn:CBJE4011	18								5.38	8.0.	3 0.9	15.4	•	1
SC217529														
Call	SC217529	JAMMING [CM]		Call In SLA:	No	SLA Response	4.00	Contract#:	CT01504-OSV-03			12.48	3	0
	Assissed Task	Devid Date		D i d.	0000/00/40 44:00	Hours:	44.00	Call Daireit	N					
	Assigned Tech:				2020/02/12 11:22	Response Hours:		Call Priority:		Darte Labor Travel Trave				
	Caller	Olivia		Dispatched:	2020/02/13 13:44	CM Response Hours:	11.38	Bill Code:	OSV Copier Maint Inci	Parts Labor Travel Toner				
	Call Desc	jamming		Arrived:	2020/02/13 14:15	Travel Hours:	0.52							
				Completed	2020/02/13 15:21	Repair Hours:	1.1							
						Resolution Hours:	12.48							
SC218489														
Call	SC218489	Paper Tray Issue [CM]		Call In SLA:	No	SLA Response	4.00	Contract#:	CT01504-OSV-03			5.13	3	0
						Hours:								
	Assigned Tech:				2020/02/20 10:55	Response Hours:		Call Priority:						
	Caller	Paul 802-373-4043		Dispatched:	2020/02/20 14:40	CM Response Hours:	4.67	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	not picking up paper out	t of feed tray -	Arrived:	2020/02/20 15:35	Travel Hours:	0.92							
		rinning namer	·		2020/02/20 16:03	Repair Hours:	0.47	Incompleted	End of Day, More	l				
							• • • • • • • • • • • • • • • • • • • •		Time Needed					
						Resolution Hours:	5.13							
	ProblemCodes													
	Problem Code:	Jamming/Jammed												
	Resolution Code:	Roller Clea	an or Replacement											
Call	SC218578	Paper Tray Issue [CM]		Call In SLA:	N/A	SLA Response	4.00	Contract#:	CT01504-OSV-03			44.07	7	1
	Assigned Tech:	David Prior		Dogoisods	2020/02/20 16:05	Hours: Response Hours:	0.02	Call Priority:	N					
		Paul 802-373-4043			2020/02/28 08:00	CM Response	0.02			Parts Labor Travel Toner				
	Caller	Paul 602-373-4043		Dispatched.	2020/02/26 06:00	Hours:		Bill Code.	OSV Copier Maint Inci	raits Labor Traver Toner				
	Call Desc:	Need asap - not picking	g up paper out of feed	Arrived:	2020/02/28 08:25	Travel Hours:	0.42							
		trav - rinning naner		Departure	2020/02/28 09:09	Repair Hours:	0.73							
						Resolution Hours:	44.07							
SC218578														
	ProblemCodes													
	Problem Code:	Jamming/Jammed												
	Resolution Code:	Roller Clea	an or Replacement											
SC220877														
Call	SC220877	MAINT LITE [PM]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-03			()	0
	Assigned Tech:				2020/03/09 09:48	Response Hours:	5.43	Call Priority:						
	Caller	Paul 802-373-4043		Dispatched:	2020/03/09 14:50	CM Response		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	Maint Req FK3		Arrived	2020/03/09 15:14	Hours: Travel Hours:	0.4							
	Odii Dest.				2020/03/09 15:14	Repair Hours:	1.2							
				Completed	2020/00/00 10.20									
						Resolution Hours:	0							
						Resolution Hours:	U							
	ProblemCodes					Resolution Hours:	Ü							

									Response Hours	CM Response Hours	Repair Hours	Resolution Time	Rescheduled	Call B
	Resolution Code:		Clean/Adjust											
	Resolution Code:	Fuser Repair	or Replacement											
OSV-04824 sn:CBAF4018									14.28	14.2	3 1.2	2 15.5	j	0
007 01027 011.03711 1010											1	1		-
SC213532														
Call	SC213532	DOWN MAC NOTRUN [0	CM]	Call In SLA:	No	SLA Response	4.00	Contract#:	CT01504-OSV-03			13.88	3	0
	Assigned Tech:	David Prior		Received:	2020/01/16 10:39	Hours: Response Hours:	12.83	Call Priority:	down machine					
	-	Paul 802-373-4043			2020/01/17 14:48	CM Response	12.83			Parts Labor Travel Toner				
						Hours:								
	Call Desc:	Jamming constantly in fini	sher		2020/01/17 14:59	Travel Hours:								
				Completed	2020/01/17 16:02	Repair Hours:	1.05							
						Resolution Hours:	13.88							
	ProblemCodes													
		JAMMING												
	Resolution Code:	Cle	aned and Tested											
	Resolution Code:	0.0	Trouble Shoot											
SC214393														
Call	SC214393	JAMMING [CM]		Call In SLA:	No	SLA Response	4.00	Contract#:	CT01504-OSV-03			13.03		0
	Assigned Tech:	David Dries		Dogoi rodi	2020/01/22 11:29	Hours:	11.75	Call Priority:	N					
	-	Donna 802-878-258	M 0ev-		2020/01/22 11:29	Response Hours: CM Response	11.75			Parts Labor Travel Toner				
		service@ewsd.org		Dispatoriou.	2020/01/20 14:10	Hours:	11.75	Diii Code.	OOV Copier Maint Inci	Tario Labor Haver Torici				
	Call Desc:	jamming ask for Paul	he can show you		2020/01/23 14:44	Travel Hours:								
				Completed	2020/01/23 16:01	Repair Hours:								
						Resolution Hours:	13.03							
	Desklass Cardas													
	ProblemCodes Problem Code:	JAMMING												
	Troblem code.	O/AVIIVIII VO												
	Resolution Code:	NO	PROB FOUND											
	Resolution Code:		Trouble Shoot											
SC217530														
Call	SC217530	JAMMING [CM]		Call In SLA:	No	SLA Response	4.00	Contract#:	CT01504-OSV-03			13.62		0
	Assigned Teels	David Dries		Dogoi rodi	2020/02/42 44:22	Hours:	10.60	Call Brigging	N					
	Assigned Tech: Caller:				2020/02/12 11:23 2020/02/13 15:22	Response Hours: CM Response	12.62	Call Priority: Bill Code:		Parts Labor Travel Toner				
	Gallet.	UVIG				Hours:	12.02	Biii Code.	COV COPICI IVIAIII IIICI	. a. a Labor Haver Toller				
	Call Desc:	jamming			2020/02/13 15:30	Travel Hours:								
				Completed	2020/02/13 16:31	Repair Hours:	1							
						Resolution Hours:	13.62							
00040007														
SC218007	SC218007	JAMMING [CM]		Call In SLA:	No	SLA Response	4.00	Contract#	CT01504-OSV-03			21.5		0
Call	00210001	o, animiro [owi]		Call III SLA:	110	Hours:	4.00	Contract#:	0101004-034-03			21.5	'	
	Assigned Tech:				2020/02/17 08:40	Response Hours:		Call Priority:						
	Caller:	Paul 802-373-4043		Dispatched:	2020/02/19 11:35	CM Response		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	badly misfeeding in the fin	isher unit	Arrived:	2020/02/19 11:35	Hours: Travel Hours:								
					2020/02/19 13:10	Repair Hours:								
						Resolution Hours:								
	ProblemCodes													
	Problem Code:	Jamming/Jammed												
	Resolution Code:		Finisher											

									Hours	CM Response Hours		Hours		Rescheduled	Call Ba
OSV-04825 sn:CBJE400	93								5.05		5.05	1.1		6.1	0
00044000															
SC211326	SC211326	?Unknown Problem? [CN	A1	Call In SLA:	No	SLA Response	4.00	Contract#	CT01504-OSV-03					6.1	0
Call			••,			Hours:	4.00							0.1	
	Assigned Tech:				2019/12/31 08:08	Response Hours:		Call Priority:							
	Caller:	Olivia		Dispatched:	2019/12/31 13:05	CM Response Hours:	5.05	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner					
	Call Desc:	jammimg		Arrived:	2019/12/31 13:11	Travel Hours:	0.1								
				Completed	2019/12/31 14:14	Repair Hours:	1.05								
						Resolution Hours:	6.1								
	ProblemCodes														
		Multiple Issues													
	Resolution Code:		Repaired												
	Resolution Code:		Trouble Shoot												
OSV-04826 sn:CBJE401	01								6.23		5.79	0.0	3	4.5	1
0004/															
SC211399		Parts in Box [O]		Call In Cl A	N/A	SLA Response	4.00	Contractil	CT01504-OSV-03					0	1
Call	30211413	r arts iii bux [U]		Call In SLA:	IVA	SLA Response Hours:	4.00	Contract#:	C101304-USV-03					U	'
	Assigned Tech:				2019/12/31 15:42	Response Hours:	7.12	Call Priority:							
	Caller:	Olivia		Dispatched:	2020/01/13 08:00	CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner					
	Call Desc:	needs staple cartridge an	nd sensor - strapler	Arrived:	2020/01/13 08:04	Travel Hours:	0.07								
		PARTS AT OFFICE 131	SOI ITH MAIN	Departure	2020/01/13 08:40	Repair Hours:	0.6								
						Resolution Hours:	0								
SC211415															
	Deckless Codes														
	ProblemCodes Problem Code:	STAPLER PROBLEM	4												
	1 Toblem Code.	OTAL ELICT ROBLEN													
	Resolution Code:		Replaced Parts												
SC213242															
Call	SC213242	ERROR CODE [CM]		Call In SLA:	No	SLA Response	4.00	Contract#:	CT01504-OSV-03				7	7.92	0
	Assigned Tech:	David Prior		Received:	2020/01/14 16:00	Hours: Response Hours:	6.42	Call Priority:	N						
		Paul Scharf			2020/01/15 13:54	CM Response	6.42			Parts Labor Travel Toner					
	Coll De	error code finisher issue		A seis so -1-	2020/01/15 13:55	Hours: Travel Hours:	0.02								
	Call Desc:	C. O COUC IIIISHEI ISSUE			2020/01/15 13:55	Repair Hours:	1.5								
				22p.o.cou	23,23,70,70,10,20	Resolution Hours:									
	ProblemCodes														
	Problem Code:	Error Code													
	Resolution Code:		Replaced Parts												
SC218490		Paper Tray Issue [CM]		Call In SLA:	No	SI A Possesse	4.00	Contractil	CT01504-OSV-03				,	5.52	0
						SLA Response Hours:	4.00	Contract#:	C101304-USV-03				•	3.32	U
Call		David Prior			2020/02/20 10:57	Response Hours:		Call Priority:							
Call				Dispatched:	2020/02/20 16:06	CM Response	5.15	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner					
Call	Assigned Tech:	Olivia		Diopatorioa.		Hours:									
Call	Caller:	not picking up paper out	of feed tray -	·	2020/02/20 16:06	Hours: Travel Hours:	0								
Call	Caller:		of feed tray -	Arrived:	2020/02/20 16:06 2020/02/20 16:28										

									Response Hours	CM Response Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	ProblemCodes													
	Problem Code:	Jamming/Jammed												
	Resolution Code:	Roller Clear	or Replacement											
Studio 207 [Toshiba]									5.17					0
OSV-03394 sn:CEHD297	92								5.17	5.1	7 0.4	5.	6	0
SC213740														
Call	SC213740	NOISE [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-03			5.	6	0
	Assigned Tech:	David Prior		Received:	2020/01/17 10:54	Response Hours:	5.17	Call Priority:	N					
	Caller:				2020/01/17 16:04	CM Response	5.17			Parts Labor Travel Toner				
						Hours:								
	Call Desc:	making noise not working	Paul	Arrived:	2020/01/17 16:04	Travel Hours:	0							
				Completed	2020/01/17 17:00	Repair Hours:	0.43							
						Resolution Hours:	5.6							
	ProblemCodes													
	Problem Code:	NOISE												
	Resolution Code:	Cle	aned and Tested											
	Resolution Code:		Trouble Shoot											
Studio 3055c [Toshiba]														
OSV-03388 sn:														
Studio 557 [Toshiba]									2.52		1.1	0.	0	0
Studio 557 [Toshiba] OSV-03397 sn:CAHD142	61								2.52 2.52		1.1			0
	61													
	61													
	61							-						
OSV-03397 sn:CAHD142 SC222353		Customer requests clean	ing [CC]	Call In SLA:	N/A	SLA Response	4.00	Contract#:				0		
OSV-03397 sn:CAHD142 SC222353	SC222353		ing [CC]			Hours:			2.52 CT01504-OSV-03			0	0	0
OSV-03397 sn:CAHD142 SC222353	SC222353 Assigned Tech:	David Prior	ing [CC]	Received:	2020/03/24 10:06	Hours: Response Hours:		Call Priority:	2.52 CT01504-OSV-03 Assist			0	0	0
OSV-03397 sn:CAHD142 SC222353	SC222353	David Prior	ing [CC]	Received:		Hours: Response Hours: CM Response		Call Priority:	2.52 CT01504-OSV-03 Assist			0	0	0
OSV-03397 sn:CAHD142 SC222353	SC222353 Assigned Tech: Caller:	David Prior	ing [CC]	Received: Dispatched:	2020/03/24 10:06 2020/03/24 12:28	Hours: Response Hours: CM Response Hours:	2.52	Call Priority:	2.52 CT01504-OSV-03 Assist			0	0	0
OSV-03397 sn:CAHD142 SC222353	SC222353 Assigned Tech: Caller:	David Prior Olivia	ing (CC)	Received: Dispatched: Arrived:	2020/03/24 10:06 2020/03/24 12:28 2020/03/24 12:37	Hours: Response Hours: CM Response Hours: Travel Hours:	2.52 0.15	Call Priority:	2.52 CT01504-OSV-03 Assist			0	0	0
OSV-03397 sn:CAHD142 SC222353	SC222353 Assigned Tech: Caller:	David Prior Olivia	ing (CC)	Received: Dispatched: Arrived:	2020/03/24 10:06 2020/03/24 12:28	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	2.52	Call Priority:	2.52 CT01504-OSV-03 Assist			0	0	0
OSV-03397 sn:CAHD142 SC222353	SC222353 Assigned Tech: Caller:	David Prior Olivia	ng (CC)	Received: Dispatched: Arrived:	2020/03/24 10:06 2020/03/24 12:28 2020/03/24 12:37	Hours: Response Hours: CM Response Hours: Travel Hours:	2.52 0.15 1.12	Call Priority:	2.52 CT01504-OSV-03 Assist			0	0	0
OSV-03397 sn:CAHD142 SC222353	SC222353 Assigned Tech: Caller:	David Prior Olivia	ng [CC]	Received: Dispatched: Arrived:	2020/03/24 10:06 2020/03/24 12:28 2020/03/24 12:37	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	2.52 0.15 1.12	Call Priority:	2.52 CT01504-OSV-03 Assist			0	0	0
OSV-03397 sn:CAHD142 SC222353	SC222353 Assigned Tech: Caller: Call Desc:	David Prior Olivia clean & inspect	ng [CC]	Received: Dispatched: Arrived:	2020/03/24 10:06 2020/03/24 12:28 2020/03/24 12:37	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	2.52 0.15 1.12	Call Priority:	2.52 CT01504-OSV-03 Assist			0	0	0
OSV-03397 sn:CAHD142 SC222353 Call	SC222353 Assigned Tech: Caller: Call Desc:	David Prior Olivia clean & inspect	ng [CC]	Received: Dispatched: Arrived:	2020/03/24 10:06 2020/03/24 12:28 2020/03/24 12:37	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	2.52 0.15 1.12	Call Priority:	2.52 CT01504-OSV-03 Assist			0	0	0
OSV-03397 sn:CAHD142 SC222353 Call	SC222353 Assigned Tech: Caller: Call Desc:	David Prior Olivia clean & inspect	ing [CC]	Received: Dispatched: Arrived:	2020/03/24 10:06 2020/03/24 12:28 2020/03/24 12:37	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	2.52 0.15 1.12	Call Priority:	2.52 CT01504-OSV-03 Assist			0	0	0
OSV-03397 sn:CAHD142 SC222353 Call	SC222353 Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code:	David Prior Olivia clean & inspect		Received: Dispatched: Arrived:	2020/03/24 10:06 2020/03/24 12:28 2020/03/24 12:37	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	2.52 0.15 1.12	Call Priority:	2.52 CT01504-OSV-03 Assist			0	0	0
OSV-03397 sn:CAHD142 SC222353 Call	SC222353 Assigned Tech: Caller: Call Desc:	David Prior Olivia clean & inspect	ng [CC]	Received: Dispatched: Arrived:	2020/03/24 10:06 2020/03/24 12:28 2020/03/24 12:37	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	2.52 0.15 1.12	Call Priority:	2.52 CT01504-OSV-03 Assist OSV Copier Maint Incl	Parts Labor Travel Toner	1.1	0	0	0
OSV-03397 sn:CAHD142 SC222353 Call	SC222353 Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code: Resolution Code:	David Prior Olivia clean & inspect		Received: Dispatched: Arrived:	2020/03/24 10:06 2020/03/24 12:28 2020/03/24 12:37	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	2.52 0.15 1.12	Call Priority:	2.52 CT01504-OSV-03 Assist OSV Copier Maint Incl	Parts Labor Travel Toner	1.1	0	0	0
OSV-03397 sn:CAHD142 SC222353 Call	SC222353 Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code: Resolution Code:	David Prior Olivia clean & inspect		Received: Dispatched: Arrived:	2020/03/24 10:06 2020/03/24 12:28 2020/03/24 12:37	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	2.52 0.15 1.12	Call Priority:	2.52 CT01504-OSV-03 Assist OSV Copier Maint Incl	Parts Labor Travel Toner	1.1	0	0	0
OSV-03397 sn:CAHD142 SC222353 Call	SC222353 Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code: Resolution Code:	David Prior Olivia clean & inspect		Received: Dispatched: Arrived:	2020/03/24 10:06 2020/03/24 12:28 2020/03/24 12:37	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	2.52 0.15 1.12	Call Priority:	2.52 CT01504-OSV-03 Assist OSV Copier Maint Incl	Parts Labor Travel Toner	1.1	0	0	0
OSV-03397 sn:CAHD142 SC222353 Call tudio 657 [Toshiba] OSV-03398 sn:CAHD141	SC222353 Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code: Resolution Code:	David Prior Olivia clean & inspect		Received: Dispatched: Arrived:	2020/03/24 10:06 2020/03/24 12:28 2020/03/24 12:37	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	2.52 0.15 1.12	Call Priority:	2.52 CT01504-OSV-03 Assist OSV Copier Maint Incl	Parts Labor Travel Toner	1.1	0	0	0
OSV-03397 sn:CAHD142 SC222353 Call tudio 657 [Toshiba] OSV-03398 sn:CAHD141 SC222352	SC222353 Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code: Resolution Code:	David Prior Olivia clean & inspect Machine Inspection	Clean/Adjust	Received: Dispatched: Arrived: Completed	2020/03/24 10:06 2020/03/24 12:28 2020/03/24 12:37 2020/03/24 13:44	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours:	2.52 0.15 1.12 0	Call Priority: Bill Code:	2.52 CT01504-OSV-03 Assist OSV Copier Maint Incl 0.60 0.60	Parts Labor Travel Toner	1.1	0	0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
OSV-03397 sn:CAHD142 SC222353 Call tudio 657 [Toshiba] OSV-03398 sn:CAHD141 SC222352	SC222353 Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code: Resolution Code:	David Prior Olivia clean & inspect	Clean/Adjust	Received: Dispatched: Arrived:	2020/03/24 10:06 2020/03/24 12:28 2020/03/24 12:37 2020/03/24 13:44	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours:	2.52 0.15 1.12	Call Priority: Bill Code:	2.52 CT01504-OSV-03 Assist OSV Copier Maint Incl	Parts Labor Travel Toner	1.1	0	0	0
OSV-03397 sn:CAHD142 SC222353 Call studio 657 [Toshiba] OSV-03398 sn:CAHD141	SC222353 Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code: Resolution Code: 05	David Prior Olivia clean & inspect Machine Inspection Customer requests cleaning	Clean/Adjust	Received: Dispatched: Arrived: Completed	2020/03/24 10:06 2020/03/24 12:28 2020/03/24 12:37 2020/03/24 13:44	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours:	2.52 0.15 1.12 0	Call Priority: Bill Code:	2.52 CT01504-OSV-03 Assist OSV Copier Maint Incl 0.60 0.60 CT01504-OSV-03	Parts Labor Travel Toner	1.1	0	0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
OSV-03397 sn:CAHD142 SC222353 Call tudio 657 [Toshiba] OSV-03398 sn:CAHD141 SC222352	SC222353 Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code: Resolution Code:	David Prior Olivia clean & inspect Machine Inspection Customer requests cleani David Prior	Clean/Adjust	Received: Dispatched: Arrived: Completed Call In SLA: Received:	2020/03/24 10:06 2020/03/24 12:28 2020/03/24 12:37 2020/03/24 13:44 N/A 2020/03/24 10:05	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours:	2.52 0.15 1.12 0	Call Priority: Bill Code: Contract#: Call Priority:	2.52 CT01504-OSV-03 Assist OSV Copier Maint Incl 0.60 0.60 CT01504-OSV-03 N	Parts Labor Travel Toner	1.1	0	0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
OSV-03397 sn:CAHD142 SC222353 Call tudio 657 [Toshiba] OSV-03398 sn:CAHD141 SC222352	SC222353 Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code: Resolution Code: SC222352 Assigned Tech: Caller:	David Prior Olivia clean & inspect Machine Inspection Customer requests clean David Prior Olivia	Clean/Adjust	Received: Dispatched: Arrived: Completed Call In SLA: Received: Dispatched:	2020/03/24 10:06 2020/03/24 12:28 2020/03/24 13:34 2020/03/24 13:44	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours: Response Hours: CM Response Hours:	2.52 0.15 1.12 0 4.00 0.6	Call Priority: Bill Code: Contract#: Call Priority:	2.52 CT01504-OSV-03 Assist OSV Copier Maint Incl 0.60 0.60 CT01504-OSV-03 N	Parts Labor Travel Toner	1.1	0	0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
OSV-03397 sn:CAHD142 SC222353 Call tudio 657 [Toshiba] OSV-03398 sn:CAHD141	SC222353 Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code: Resolution Code: SC222352 Assigned Tech: Caller:	David Prior Olivia clean & inspect Machine Inspection Customer requests cleani David Prior	Clean/Adjust	Received: Dispatched: Arrived: Completed Call In SLA: Received: Dispatched:	2020/03/24 10:06 2020/03/24 12:28 2020/03/24 13:34 2020/03/24 13:44 N/A 2020/03/24 10:05 2020/03/24 10:26 2020/03/24 10:41	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours: Response Hours: CM Response Hours: Travel Hours:	2.52 0.15 1.12 0 4.00 0.6	Call Priority: Bill Code: Contract#: Call Priority:	2.52 CT01504-OSV-03 Assist OSV Copier Maint Incl 0.60 0.60 CT01504-OSV-03 N	Parts Labor Travel Toner	1.1	0	0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
SC222353 Call studio 657 [Toshiba] OSV-03398 sn:CAHD141	SC222353 Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code: Resolution Code: SC222352 Assigned Tech: Caller:	David Prior Olivia clean & inspect Machine Inspection Customer requests clean David Prior Olivia	Clean/Adjust	Received: Dispatched: Arrived: Completed Call In SLA: Received: Dispatched:	2020/03/24 10:06 2020/03/24 12:28 2020/03/24 13:34 2020/03/24 13:44	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours: Response Hours: CM Response Hours:	2.52 0.15 1.12 0 4.00 0.6	Call Priority: Bill Code: Contract#: Call Priority:	2.52 CT01504-OSV-03 Assist OSV Copier Maint Incl 0.60 0.60 CT01504-OSV-03 N	Parts Labor Travel Toner	1.1	0	0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0

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									Response Hours	CM Response Hours	Repair Hours		Rescheduled	Call Back
	ProblemCodes													
	Problem Code:	Machine Inspection												
	Resolution Code:		Clean/Adjust											
EStudio 757 [Toshiba]									4.64					0
OSV-03396 sn:CAHD13	768								4.64	5.90	0.9	3.4		0
SC216531														
Cal	I SC216531	JAMMING [CM]		Call In SLA:	No	SLA Response	4.00	Contract#:	CT01504-OSV-03			6.77		0
		D ::D:			2000/00/05 00 44	Hours:		0 5 : ::						
	Assigned Tech:				2020/02/05 09:44	Response Hours:	5.9	Call Priority:						
	Caller	Olivia		Dispatched:	2020/02/05 15:05	CM Response Hours:	5.90	Bill Code:	OSV Copier Maint Inci	Parts Labor Travel Toner				
	Call Desc	Consatnt jams		Arrived:	2020/02/05 15:38	Travel Hours:	0.55							
					2020/02/05 16:32	Repair Hours:	0.87							
						Resolution Hours:	6.77							
	ProblemCodes													
	Problem Code:	JAMMING												
	r iobieiii Code:	JAIVIIVIING												
	D 10 2 1													
	Resolution Code:	С	leaned and Tested											
SC220738														
Cal	SC220738	Needs Part [O]		Call In SLA:	N/A	SLA Response	4.00	Contract#:	CT01504-OSV-03			0)	0
	Assigned Tech:	David Prior		Received:	2020/03/06 12:07	Hours: Response Hours:	3.38	Call Priority:	N					
		Olivia			2020/03/06 15:01	CM Response				Parts Labor Travel Toner				
	Canon	. Olivia		Biopatorioa.	2020/00/00 10:01	Hours:		D 00d0.	COV Copior Maint mor	and Edder Haver Tener				
	Call Desc	needs FR kit		Arrived:	2020/03/06 15:30	Travel Hours:	0.48							
				Completed	2020/03/06 16:45	Repair Hours:	1							
						Resolution Hours:	0							
	ProblemCodes	3												
	Problem Code:	P Maintenance												
	Resolution Code:		Clean/Adjust											
	Resolution Code:	Fuser Rena	air or Replacement											
ex Middle School : 60 Founders		. acc. repe	33.333%	3		1								
E-Studio 6570c [Toshiba]			30.00076	3					10.15	14.88	3 0.9	20.7		1
	740								10.15					1
OSV-03787 sn:SSAF907	10								10.15	14.88	0.9	20.7		
SC212432														0
	SC212432	Fax problem [CM]		Call In SLA:	Yes	SLA Response	4.00	Contract#:	CT01504-OSV-03			4.18		
	SC212432					Hours:						4.18		
	SC212432 Assigned Tech:	: David Prior		Received:	2020/01/08 14:50	Hours: Response Hours:	3.57	Call Priority:	N	Parts Lahor Travel Toner		4.18		
	SC212432	: David Prior		Received:		Hours:		Call Priority:	N	Parts Labor Travel Toner		4.18		
	Assigned Tech:	: David Prior : Olivia : Alicia - incoming fax kee	ps getting jammed -	Received: Dispatched:	2020/01/08 14:50	Hours: Response Hours: CM Response	3.57 3.57	Call Priority:	N	Parts Labor Travel Toner		4.18		
	Assigned Tech:	: David Prior : Olivia	ps getting jammed -	Received: Dispatched: Arrived:	2020/01/08 14:50 2020/01/09 09:45	Hours: Response Hours: CM Response Hours:	3.57 3.57 0.15	Call Priority: Bill Code:	N OSV Copier Maint Incl Need Parts -	Parts Labor Travel Toner		4.18		
	Assigned Tech:	: David Prior : Olivia : Alicia - incoming fax kee	ps getting jammed -	Received: Dispatched: Arrived:	2020/01/08 14:50 2020/01/09 09:45 2020/01/09 09:54	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	3.57 3.57 0.15 0.62	Call Priority: Bill Code:	N OSV Copier Maint Incl	Parts Labor Travel Toner		4.18		
	Assigned Tech:	: David Prior : Olivia : Alicia - incoming fax kee	ips getting jammed -	Received: Dispatched: Arrived:	2020/01/08 14:50 2020/01/09 09:45 2020/01/09 09:54	Hours: Response Hours: CM Response Hours: Travel Hours:	3.57 3.57 0.15 0.62	Call Priority: Bill Code:	N OSV Copier Maint Incl Need Parts -	Parts Labor Travel Toner		4.18		
	Assigned Tech:	: David Prior : Olivia : Alicia - incoming fax kee	ips getting jammed -	Received: Dispatched: Arrived:	2020/01/08 14:50 2020/01/09 09:45 2020/01/09 09:54	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	3.57 3.57 0.15 0.62	Call Priority: Bill Code:	N OSV Copier Maint Incl Need Parts -	Parts Labor Travel Toner		4.18		
	Assigned Tech: Caller: Call Desc:	David Prior Olivia Alicia - incoming fax kee	ips getting jammed -	Received: Dispatched: Arrived:	2020/01/08 14:50 2020/01/09 09:45 2020/01/09 09:54	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	3.57 3.57 0.15 0.62	Call Priority: Bill Code:	N OSV Copier Maint Incl Need Parts -	Parts Labor Travel Toner		4.18		
	Assigned Tech: Caller: Call Desc:	David Prior Olivia Alicia - incoming fax kee	sps getting jammed -	Received: Dispatched: Arrived:	2020/01/08 14:50 2020/01/09 09:45 2020/01/09 09:54	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	3.57 3.57 0.15 0.62	Call Priority: Bill Code:	N OSV Copier Maint Incl Need Parts -	Parts Labor Travel Toner		4.18		
	Assigned Tech: Caller: Call Desc:	David Prior Olivia Alicia - incoming fax kee	sps getting jammed -	Received: Dispatched: Arrived:	2020/01/08 14:50 2020/01/09 09:45 2020/01/09 09:54	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	3.57 3.57 0.15 0.62	Call Priority: Bill Code:	N OSV Copier Maint Incl Need Parts -	Parts Labor Travel Toner		4.18		
	Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code:	David Prior Olivia Alicia - incoming fax kee	ops getting jammed -	Received: Dispatched: Arrived:	2020/01/08 14:50 2020/01/09 09:45 2020/01/09 09:54	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	3.57 3.57 0.15 0.62	Call Priority: Bill Code:	N OSV Copier Maint Incl Need Parts -	Parts Labor Travel Toner		4.18		
	Assigned Tech: Caller: Call Desc:	David Prior Olivia Alicia - incoming fax kee	eps getting jammed -	Received: Dispatched: Arrived: Completed	2020/01/08 14:50 2020/01/09 09:45 2020/01/09 09:54 2020/01/09 10:31	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	3.57 3.57 0.15 0.62	Call Priority: Bill Code:	N OSV Copier Maint Incl Need Parts -	Parts Labor Travel Toner		4.18		

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									Response Hours	CM Response Hours	Repair Hours	Resolution Time	Rescheduled	Call Ba
	Assigned Tech:	David Prior		Received:	2020/01/09 10:36	Response Hours:	0.7	Call Priority:		mouro	mound	111110		
		Kim Maiberger			2020/01/14 14:07	CM Response		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Gallori	Turr maiborgor		Diopatorioa.	2020/01/11 11:01	Hours:		D 0000.	OCT COPIOI MAINE MO	Talib Labor Havor Folio				
	Call Desc:	need overnight copier de	own only color copier	Arrived:	2020/01/14 14:46	Travel Hours:	0.65							
		and fav - Alicia - incomir	na fav kaane aattina	Departure	2020/01/14 15:57	Repair Hours:	1.18							
						Resolution Hours:								
						resolution riours.	30.03							
SC212544														
	ProblemCodes													
	Problem Code:	Broken Part												
	Resolution Code:		leaned and Tested											
		0												
	Resolution Code:		Replaced Parts											
SC223337														
Call	SC223337	DOWN MAC NOTRUN	[CM]	Call In SLA:	No	SLA Response	4.00	Contract#:	CT01504-OSV-03			27.05	5	0
		5 1151			00001041:=:	Hours:	00.45	0						
	Assigned Tech:				2020/04/17 12:57	Response Hours:			down machine					
	Caller	Kim 802-857-1501		Dispatched:	2020/04/22 13:14	CM Response	26.18	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	0-11 D	Wrench******SH	JE IS ONI V TUEDE	A	2020/04/22 42:22	Hours:	0.4							
	Call Desc	ON WEDNESDAY 4/22	RETWEEN 12PM.		2020/04/22 13:38	Travel Hours:								
				Completed	2020/04/22 14:30	Repair Hours:								
						Resolution Hours:	27.05							
	ProblemCodes													
	Problem Code:	Machine Fault/Error	Codo/Equit Codo											
	Flobletti Code.	Machine Fault/Ellor	Code/Fault Code											
	Resolution Code:		Clean/Adjust											
	Resolution Code:	Sensor Repa	air or Replacement											
dio 857 [Toshiba]									34.04	1 2	7.50 1.	2 14.2	2	1
OSV-03783 sn:CABF313	62								34.04	1 2	7.50 1.	2 14.2	2	1
SC223338														
	SC223338	DOWN MAC NOTRUN	[CM]	Call In SLA:	No	SLA Response	4.00	Contract#:	CT01504-OSV-03			28.48	В	0
			[CM]			Hours:						28.48	3	0
	Assigned Tech:	David Prior	[CM]	Received:	2020/04/17 13:00	Hours: Response Hours:	27.5	Call Priority:	down machine			28.48	3	0
	Assigned Tech:		I [CM]	Received:		Hours: Response Hours: CM Response	27.5	Call Priority:	down machine	Parts Labor Travel Toner		28.48	3	0
	Assigned Tech:	David Prior Kim 802-857-1501		Received: Dispatched:	2020/04/17 13:00 2020/04/22 14:55	Hours: Response Hours: CM Response Hours:	27.5 27.50	Call Priority:	down machine	Parts Labor Travel Toner		28.48	3	0
	Assigned Tech:	David Prior	HE IS ONLY THERE	Received: Dispatched: Arrived:	2020/04/17 13:00 2020/04/22 14:55 2020/04/22 15:00	Hours: Response Hours: CM Response Hours: Travel Hours:	27.5 27.50 0.08	Call Priority: Bill Code:	down machine OSV Copier Maint Incl	Parts Labor Travel Toner		28.48	3	0
	Assigned Tech:	David Prior Kim 802-857-1501 Wrench************************************	HE IS ONLY THERE	Received: Dispatched: Arrived:	2020/04/17 13:00 2020/04/22 14:55	Hours: Response Hours: CM Response Hours:	27.5 27.50 0.08	Call Priority: Bill Code:	down machine OSV Copier Maint Incl Need Parts -	Parts Labor Travel Toner		28.48	8	0
	Assigned Tech:	David Prior Kim 802-857-1501 Wrench************************************	HE IS ONLY THERE	Received: Dispatched: Arrived:	2020/04/17 13:00 2020/04/22 14:55 2020/04/22 15:00	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	27.5 27.50 0.08 0.98	Call Priority: Bill Code:	down machine OSV Copier Maint Incl	Parts Labor Travel Toner		28.48	3	0
	Assigned Tech:	David Prior Kim 802-857-1501 Wrench************************************	HE IS ONLY THERE	Received: Dispatched: Arrived:	2020/04/17 13:00 2020/04/22 14:55 2020/04/22 15:00	Hours: Response Hours: CM Response Hours: Travel Hours:	27.5 27.50 0.08 0.98	Call Priority: Bill Code:	down machine OSV Copier Maint Incl Need Parts -	Parts Labor Travel Toner		28.48	3	0
	Assigned Tech:	David Prior Kim 802-857-1501 Wrench************************************	HE IS ONLY THERE	Received: Dispatched: Arrived:	2020/04/17 13:00 2020/04/22 14:55 2020/04/22 15:00	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	27.5 27.50 0.08 0.98	Call Priority: Bill Code:	down machine OSV Copier Maint Incl Need Parts -	Parts Labor Travel Toner		28.48	3	0
	Assigned Tech: Caller: Call Desc:	David Prior Kim 802-857-1501 Wrench************************************	HE IS ONLY THERE	Received: Dispatched: Arrived:	2020/04/17 13:00 2020/04/22 14:55 2020/04/22 15:00	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	27.5 27.50 0.08 0.98	Call Priority: Bill Code:	down machine OSV Copier Maint Incl Need Parts -	Parts Labor Travel Toner		28.48	3	0
Call	Assigned Tech: Caller: Call Desc:	David Prior Kim 802-857-1501 Wrench************************************	HE IS ONLY THERE DETWEEN 120M.	Received: Dispatched: Arrived:	2020/04/17 13:00 2020/04/22 14:55 2020/04/22 15:00	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	27.5 27.50 0.08 0.98	Call Priority: Bill Code:	down machine OSV Copier Maint Incl Need Parts -	Parts Labor Travel Toner		28.48	3	0
Call	Assigned Tech: Caller: Call Desc:	David Prior Kim 802-857-1501 Wrench************************************	HE IS ONLY THERE DETWEEN 120M.	Received: Dispatched: Arrived:	2020/04/17 13:00 2020/04/22 14:55 2020/04/22 15:00	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	27.5 27.50 0.08 0.98	Call Priority: Bill Code:	down machine OSV Copier Maint Incl Need Parts -	Parts Labor Travel Toner		28.48	3	0
Call	Assigned Tech: Caller: Call Desc:	David Prior Kim 802-857-1501 Wrench************************************	HE IS ONLY THERE DETWEEN 120M.	Received: Dispatched: Arrived:	2020/04/17 13:00 2020/04/22 14:55 2020/04/22 15:00	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	27.5 27.50 0.08 0.98	Call Priority: Bill Code:	down machine OSV Copier Maint Incl Need Parts -	Parts Labor Travel Toner		28.44	3	0
Call	Assigned Tech: Caller: Call Desc:	David Prior Kim 802-857-1501 Wrench SHON WEINNESDAY 4722	HE IS ONLY THERE DETWEEN 120M.	Received: Dispatched: Arrived:	2020/04/17 13:00 2020/04/22 14:55 2020/04/22 15:00	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	27.5 27.50 0.08 0.98	Call Priority: Bill Code:	down machine OSV Copier Maint Incl Need Parts -	Parts Labor Travel Toner		28.48	3	0
Call	Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code: Resolution Code:	David Prior Kim 802-857-1501 Wrench SH ON WEDNIESDAY 4/25	HE IS ONLY THERE DETWIEEN 170M. Code/Fault Code	Received: Dispatched: Arrived: Completed	2020/04/17 13:00 2020/04/22 14:55 2020/04/22 15:00 2020/04/22 15:59	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours:	27.5 27.50 0.08 0.98 28.48	Call Priority: Bill Code: Incompleted	down machine OSV Copier Maint Incl Need Parts - Operational	Parts Labor Travel Toner				
Call	Assigned Tech. Caller. Call Desc: ProblemCodes Problem Code:	David Prior Kim 802-857-1501 Wrench SHON WEINNESDAY 4722	HE IS ONLY THERE DETWIEEN 170M. Code/Fault Code	Received: Dispatched: Arrived:	2020/04/17 13:00 2020/04/22 14:55 2020/04/22 15:00 2020/04/22 15:59	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	27.5 27.50 0.08 0.98	Call Priority: Bill Code: Incompleted	down machine OSV Copier Maint Incl Need Parts -	Parts Labor Travel Toner				1
Call	Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code: Resolution Code:	David Prior Kim 802-857-1501 Wrench WERNIESDAY 4/22 Machine Fault/Error B Parts Shipped [O]	HE IS ONLY THERE DETWIEEN 170M. Code/Fault Code	Received: Dispatched: Arrived: Completed	2020/04/17 13:00 2020/04/22 14:55 2020/04/22 15:00 2020/04/22 15:59	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours:	27.5 27.50 0.08 0.98 28.48	Call Priority: Bill Code: Incompleted	down machine OSV Copier Maint Incl Need Parts - Operational CT01504-OSV-03	Parts Labor Travel Toner				
Call	Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code: Resolution Code: SC223556 Assigned Tech:	David Prior Kim 802-857-1501 Wrench************************************	HE IS ONLY THERE DETWIEEN 170M. Code/Fault Code	Received: Dispatched: Arrived: Completed Call In SLA: Received:	2020/04/17 13:00 2020/04/22 14:55 2020/04/22 15:00 2020/04/22 15:59 N/A 2020/04/22 16:02	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours: Response Hours:	27.5 27.50 0.08 0.98 28.48	Call Priority: Bill Code: Incompleted Contract#: Call Priority:	down machine OSV Copier Maint Incl Need Parts - Operational CT01504-OSV-03 High					
Call	Assigned Tech. Caller. Call Desc: ProblemCodes Problem Code: Resolution Code: SC223556 Assigned Tech. Caller:	David Prior Kim 802-857-1501 Wrench WERNIESDAY 4722 Machine Fault/Error I B Parts Shipped [O] David Prior Kim 802-857-1501	HE IS ONLY THERE DETWIEEN 120M. Code/Fault Code doard Replacement	Received: Dispatched: Arrived: Completed Call In SLA: Received:	2020/04/17 13:00 2020/04/22 14:55 2020/04/22 15:00 2020/04/22 15:59	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours: CM Response Hours:	27.5 27.50 0.08 0.98 28.48	Call Priority: Bill Code: Incompleted Contract#: Call Priority:	down machine OSV Copier Maint Incl Need Parts - Operational CT01504-OSV-03 High	Parts Labor Travel Toner				
Call	Assigned Tech. Caller. Call Desc: ProblemCodes Problem Code: Resolution Code: SC223556 Assigned Tech. Caller:	David Prior Kim 802-857-1501 Wrench****** Wachine Fault/Error (B Parts Shipped [O] David Prior Kim 802-857-1501 Wrench****** Wrench****** Winner****** Wrench****** Wrench******* Wrench****** Wrench****** Wrench****** Wrench******* Wrench****** Wrench****** Wrench****** Wrench****** Wrench****** **** *** *** *** *** ***	HE IS ONLY THERE DETIMEEN 1920M. Code/Fault Code loard Replacement	Received: Dispatched: Arrived: Completed Call In SLA: Received: Dispatched:	2020/04/17 13:00 2020/04/22 14:55 2020/04/22 15:00 2020/04/22 15:59 N/A 2020/04/22 16:02	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours: CM Response	27.5 27.50 0.08 0.98 28.48	Call Priority: Bill Code: Incompleted Contract#: Call Priority:	down machine OSV Copier Maint Incl Need Parts - Operational CT01504-OSV-03 High					
Call	Assigned Tech. Caller. Call Desc: ProblemCodes Problem Code: Resolution Code: SC223556 Assigned Tech. Caller:	David Prior Kim 802-857-1501 Wrench WERNIESDAY 4722 Machine Fault/Error I B Parts Shipped [O] David Prior Kim 802-857-1501	HE IS ONLY THERE DETIMEEN 1920M. Code/Fault Code loard Replacement	Received: Dispatched: Arrived: Completed Call In SLA: Received: Dispatched: Arrived:	2020/04/17 13:00 2020/04/22 14:55 2020/04/22 15:00 2020/04/22 15:59 N/A 2020/04/22 16:02 2020/04/22 16:02	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours: CM Response Hours: CM Response Hours: Travel Hours:	27.5 27.50 0.08 0.98 28.48 4.00 40.57	Call Priority: Bill Code: Incompleted Contract#: Call Priority:	down machine OSV Copier Maint Incl Need Parts - Operational CT01504-OSV-03 High					
Call	Assigned Tech. Caller. Call Desc: ProblemCodes Problem Code: Resolution Code: SC223556 Assigned Tech. Caller:	David Prior Kim 802-857-1501 Wrench****** Wachine Fault/Error (B Parts Shipped [O] David Prior Kim 802-857-1501 Wrench****** Wrench****** Winner****** Wrench****** Wrench******* Wrench****** Wrench****** Wrench****** Wrench******* Wrench****** Wrench****** Wrench****** Wrench****** Wrench****** **** *** *** *** *** ***	HE IS ONLY THERE DETIMEEN 1920M. Code/Fault Code loard Replacement	Received: Dispatched: Arrived: Completed Call In SLA: Received: Dispatched: Arrived:	2020/04/17 13:00 2020/04/22 14:55 2020/04/22 15:00 2020/04/22 15:59 N/A 2020/04/22 16:02 2020/04/29 13:46 2020/04/29 14:06	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours: CM Response Hours: Travel Hours: Response Hours: Response Hours: Response Hours:	27.5 27.50 0.08 0.98 28.48 4.00 40.57	Call Priority: Bill Code: Incompleted Contract#: Call Priority:	down machine OSV Copier Maint Incl Need Parts - Operational CT01504-OSV-03 High					
Call	Assigned Tech. Caller. Call Desc: ProblemCodes Problem Code: Resolution Code: SC223556 Assigned Tech. Caller:	David Prior Kim 802-857-1501 Wrench****** Wachine Fault/Error (B Parts Shipped [O] David Prior Kim 802-857-1501 Wrench****** Wrench****** Winner****** Wrench****** Wrench******* Wrench****** Wrench****** Wrench****** Wrench******* Wrench****** Wrench****** Wrench****** Wrench****** Wrench****** **** *** *** *** *** ***	HE IS ONLY THERE DETIMEEN 1920M. Code/Fault Code loard Replacement	Received: Dispatched: Arrived: Completed Call In SLA: Received: Dispatched: Arrived:	2020/04/17 13:00 2020/04/22 14:55 2020/04/22 15:00 2020/04/22 15:59 N/A 2020/04/22 16:02 2020/04/29 13:46 2020/04/29 14:06	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours: CM Response Hours: CM Response Hours: Travel Hours:	27.5 27.50 0.08 0.98 28.48 4.00 40.57	Call Priority: Bill Code: Incompleted Contract#: Call Priority:	down machine OSV Copier Maint Incl Need Parts - Operational CT01504-OSV-03 High					
Call	Assigned Tech. Caller. Call Desc: ProblemCodes Problem Code: Resolution Code: SC223556 Assigned Tech. Caller:	David Prior Kim 802-857-1501 Wrench****** Wachine Fault/Error (B Parts Shipped [O] David Prior Kim 802-857-1501 Wrench****** Wrench****** Winner****** Wrench****** Wrench******* Wrench****** Wrench****** Wrench****** Wrench******* Wrench****** Wrench****** Wrench****** Wrench****** Wrench****** **** *** *** *** *** ***	HE IS ONLY THERE DETIMEEN 1920M. Code/Fault Code loard Replacement	Received: Dispatched: Arrived: Completed Call In SLA: Received: Dispatched: Arrived:	2020/04/17 13:00 2020/04/22 14:55 2020/04/22 15:00 2020/04/22 15:59 N/A 2020/04/22 16:02 2020/04/29 13:46 2020/04/29 14:06	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours: CM Response Hours: Travel Hours: Response Hours: Response Hours: Response Hours:	27.5 27.50 0.08 0.98 28.48 4.00 40.57	Call Priority: Bill Code: Incompleted Contract#: Call Priority:	down machine OSV Copier Maint Incl Need Parts - Operational CT01504-OSV-03 High					
Call	Assigned Tech. Caller. Call Desc: ProblemCodes Problem Code: Resolution Code: SC223556 Assigned Tech. Caller:	David Prior Kim 802-857-1501 Wrench************************************	HE IS ONLY THERE DETIMEEN 1920M. Code/Fault Code loard Replacement	Received: Dispatched: Arrived: Completed Call In SLA: Received: Dispatched: Arrived:	2020/04/17 13:00 2020/04/22 14:55 2020/04/22 15:00 2020/04/22 15:59 N/A 2020/04/22 16:02 2020/04/29 13:46 2020/04/29 14:06	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours: CM Response Hours: Travel Hours: Response Hours: Response Hours: Response Hours:	27.5 27.50 0.08 0.98 28.48 4.00 40.57	Call Priority: Bill Code: Incompleted Contract#: Call Priority:	down machine OSV Copier Maint Incl Need Parts - Operational CT01504-OSV-03 High					
Call	Assigned Tech. Caller. Call Desc: ProblemCodes Problem Code: Resolution Code: SC223556 Assigned Tech. Caller:	David Prior Kim 802-857-1501 Wrench************************************	HE IS ONLY THERE DETIMEEN 1920M. Code/Fault Code loard Replacement	Received: Dispatched: Arrived: Completed Call In SLA: Received: Dispatched: Arrived:	2020/04/17 13:00 2020/04/22 14:55 2020/04/22 15:00 2020/04/22 15:59 N/A 2020/04/22 16:02 2020/04/29 13:46 2020/04/29 14:06	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours: CM Response Hours: Travel Hours: Response Hours: Response Hours: Response Hours:	27.5 27.50 0.08 0.98 28.48 4.00 40.57	Call Priority: Bill Code: Incompleted Contract#: Call Priority:	down machine OSV Copier Maint Incl Need Parts - Operational CT01504-OSV-03 High					
Call	Assigned Tech. Caller. Call Desc: ProblemCodes Problem Code: Resolution Code: SC223556 Assigned Tech. Caller:	David Prior Kim 802-857-1501 Wrench************************************	HE IS ONLY THERE DETIMEEN 1920M. Code/Fault Code loard Replacement	Received: Dispatched: Arrived: Completed Call In SLA: Received: Dispatched: Arrived:	2020/04/17 13:00 2020/04/22 14:55 2020/04/22 15:00 2020/04/22 15:59 N/A 2020/04/22 16:02 2020/04/29 13:46 2020/04/29 14:06	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours: CM Response Hours: Travel Hours: Response Hours: Response Hours: Response Hours:	27.5 27.50 0.08 0.98 28.48 4.00 40.57	Call Priority: Bill Code: Incompleted Contract#: Call Priority:	down machine OSV Copier Maint Incl Need Parts - Operational CT01504-OSV-03 High					

										CM Response Hours	Repair Hours		Rescheduled	Call Back
	Resolution Code:	D.	oard Replacement											
sex Town School District : 58	Resolution Code.		0.00%	1		0								
			0.00%			U			25.00	25.00	1.4	27.2		0
E-Studio 5560cT [Toshiba]	700								35.88	35.88				0
OSV-03784 sn:CSBE17	738								35.88	35.88	1.4	37.3		0
SC21225		D T 1 (01)		0 1 0 4		014.5	4.00		0704504 0014 00			07.00		
Ca	II SC212257	Paper Tray Issue [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-03			37.32	2	0
	Assigned Tech:	David Prior		Received:	2020/01/07 16:22	Response Hours:	35.88	Call Priority:	High					
	Caller:	Lorna Michaud		Dispatched:	2020/01/14 09:21	CM Response	35.88	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	0.115	107.1			0000/04/44 00 45	Hours:								
	Call Desc:	LCT doesnt move the par	per from left to rgnt		2020/01/14 09:45	Travel Hours:								
				Completed	2020/01/14 11:11	Repair Hours:								
						Resolution Hours:	37.32							
	B 11 6													
	ProblemCodes													
	Problem Code:	MECHANICAL												
	Resolution Code:	Cle	leaned and Tested											
	Resolution Code:		Replaced Parts											
ex Westford School District : 51			#DIV/0!	0	'	0								
E-Studio 3055c [Toshiba]														
OSV-03385 sn:														
Estudio 857 [Toshiba]														
OSV-03401 sn:	_													
			10.0070/											
Inders Memorial School : 33 E-Studio 6570c [Toshiba]			16.667%	6		1			2.04		0.0	0.0		0
	700								3.81		0.8			0
OSV-03785 sn:SSAF90	122								3.81		0.8	0.0		0
0004405														
SC211856		Customer requests elemen	ing ICCI	Call In St A	N/A	SI A Response	4.00	Contractile	CT04504 OSV 03					0
		Customer requests clean	ning [CC]	Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-03			0		0
			ning [CC]		N/A 2020/01/06 09:30	SLA Response Hours: Response Hours:		Contract#:				O		0
	SC211856 Assigned Tech:		ning [CC]	Received:		Hours: Response Hours: CM Response		Call Priority:	High	Parts Labor Travel Toner		C		0
	II SC211856 Assigned Tech: Caller:	David Prior Jane Olesen		Received: Dispatched:	2020/01/06 09:30 2020/01/06 15:21	Hours: Response Hours: CM Response Hours:	6.38	Call Priority:	High	Parts Labor Travel Toner		O		0
	II SC211856 Assigned Tech: Caller:	David Prior		Received: Dispatched: Arrived:	2020/01/06 09:30 2020/01/06 15:21 2020/01/06 15:53	Hours: Response Hours: CM Response Hours: Travel Hours:	6.38 0.53	Call Priority:	High	Parts Labor Travel Toner		O		0
	II SC211856 Assigned Tech: Caller:	David Prior Jane Olesen wants cleaned and maint		Received: Dispatched: Arrived:	2020/01/06 09:30 2020/01/06 15:21	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	6.38 0.53 0.62	Call Priority:	High	Parts Labor Travel Toner		O		0
	II SC211856 Assigned Tech: Caller:	David Prior Jane Olesen wants cleaned and maint		Received: Dispatched: Arrived:	2020/01/06 09:30 2020/01/06 15:21 2020/01/06 15:53	Hours: Response Hours: CM Response Hours: Travel Hours:	6.38 0.53	Call Priority:	High	Parts Labor Travel Toner		C		0
	II SC211856 Assigned Tech: Caller:	David Prior Jane Olesen wants cleaned and maint		Received: Dispatched: Arrived:	2020/01/06 09:30 2020/01/06 15:21 2020/01/06 15:53	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	6.38 0.53 0.62	Call Priority:	High	Parts Labor Travel Toner		O		0
	Il SC211856 Assigned Tech: Caller: Call Desc:	David Prior Jane Olesen wants cleaned and maint		Received: Dispatched: Arrived:	2020/01/06 09:30 2020/01/06 15:21 2020/01/06 15:53	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	6.38 0.53 0.62	Call Priority:	High	Parts Labor Travel Toner		O		0
	Assigned Tech: Caller: Call Desc: ProblemCodes	David Prior Jane Olesen wants cleaned and maint bin inhe error		Received: Dispatched: Arrived:	2020/01/06 09:30 2020/01/06 15:21 2020/01/06 15:53	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	6.38 0.53 0.62	Call Priority:	High	Parts Labor Travel Toner		C		0
	Il SC211856 Assigned Tech: Caller: Call Desc:	David Prior Jane Olesen wants cleaned and maint bin inhe error		Received: Dispatched: Arrived:	2020/01/06 09:30 2020/01/06 15:21 2020/01/06 15:53	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	6.38 0.53 0.62	Call Priority:	High	Parts Labor Travel Toner		C		0
	Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code:	David Prior Jane Olesen wants cleaned and maint bin inhe error	tencne in prep for	Received: Dispatched: Arrived:	2020/01/06 09:30 2020/01/06 15:21 2020/01/06 15:53	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	6.38 0.53 0.62	Call Priority:	High	Parts Labor Travel Toner		C		0
	Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code: Resolution Code:	David Prior Jane Olesen wants cleaned and maint hin inhe econ	tencne in prep for ADJUSTED	Received: Dispatched: Arrived:	2020/01/06 09:30 2020/01/06 15:21 2020/01/06 15:53	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	6.38 0.53 0.62	Call Priority:	High	Parts Labor Travel Toner		C		0
Ca	Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code: Resolution Code: Resolution Code:	David Prior Jane Olesen wants cleaned and maint hin inhe econ	tencne in prep for	Received: Dispatched: Arrived:	2020/01/06 09:30 2020/01/06 15:21 2020/01/06 15:53	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	6.38 0.53 0.62	Call Priority:	High	Parts Labor Travel Toner		C		0
Ca Ca SC222111	Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code: Resolution Code: Resolution Code:	David Prior Jane Olesen wants cleaned and maint bits inche soon MISC. CALL	ADJUSTED leaned and Tested	Received: Dispatched: Arrived: Completed	2020/01/06 09:30 2020/01/06 15:21 2020/01/06 15:53 2020/01/06 16:52	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours:	6.38 0.53 0.62 0	Call Priority: Bill Code:	High OSV Copier Maint Incl I	Parts Labor Travel Toner				0
Ca Ca SC222111	Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code: Resolution Code: Resolution Code: B SC222118	David Prior Jane Olesen wants cleaned and maint hin inhe error MISC. CALL Ck Customer requests clean	ADJUSTED leaned and Tested	Received: Dispatched: Arrived: Completed	2020/01/06 09:30 2020/01/06 15:21 2020/01/06 15:53 2020/01/06 16:52	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours:	6.38 0.53 0.62 0	Call Priority: Bill Code: Contract#:	High OSV Copier Maint Incl	Parts Labor Travel Toner		C		
Ca Ca	Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code: Resolution Code: Resolution Code: Resolution Code: Assigned Tech:	David Prior Jane Olesen wants cleaned and maint his take econ MISC. CALL Cla Customer requests clean	ADJUSTED leaned and Tested	Received: Dispatched: Arrived: Completed Call in SLA: Received:	2020/01/06 09:30 2020/01/06 15:21 2020/01/06 15:53 2020/01/06 16:52 N/A 2020/03/19 09:35	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours: Response	6.38 0.53 0.62 0	Call Priority: Bill Code: Contract#: Call Priority:	High OSV Copier Maint Incl I					
Ca Ca SC222111	Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code: Resolution Code: Resolution Code: Resolution Code: Assigned Tech:	David Prior Jane Olesen wants cleaned and maint hin inhe error MISC. CALL Ck Customer requests clean	ADJUSTED leaned and Tested	Received: Dispatched: Arrived: Completed Call in SLA: Received:	2020/01/06 09:30 2020/01/06 15:21 2020/01/06 15:53 2020/01/06 16:52	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours:	6.38 0.53 0.62 0	Call Priority: Bill Code: Contract#: Call Priority:	High OSV Copier Maint Incl I	Parts Labor Travel Toner				
Ca Ca SC222111	Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code: Resolution Code: Resolution Code: 8 Il SC222118 Assigned Tech: Caller:	David Prior Jane Olesen wants cleaned and maint his take econ MISC. CALL Cla Customer requests clean	ADJUSTED leaned and Tested	Received: Dispatched: Arrived: Completed Call In SLA: Received: Dispatched:	2020/01/06 09:30 2020/01/06 15:21 2020/01/06 15:53 2020/01/06 16:52 N/A 2020/03/19 09:35 2020/03/19 10:41	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours: CM Response Hours: Hours: CM Response Hours:	6.38 0.53 0.62 0	Call Priority: Bill Code: Contract#: Call Priority:	High OSV Copier Maint Incl I					
Ca Ca SC222111	Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code: Resolution Code: Resolution Code: Resolution Code: Assigned Tech:	David Prior Jane Olesen wants cleaned and maint his take econ MISC. CALL Cla Customer requests clean	ADJUSTED leaned and Tested	Received: Dispatched: Arrived: Completed Call In SLA: Received: Dispatched:	2020/01/06 09:30 2020/01/06 15:21 2020/01/06 15:53 2020/01/06 16:52 N/A 2020/03/19 09:35	Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours:	6.38 0.53 0.62 0	Call Priority: Bill Code: Contract#: Call Priority:	High OSV Copier Maint Incl I					

									Deensass	CM Deerses	Dona!	Deceluities	Dooghadula-I	Call D-
										CM Response		Resolution	Rescheduled	Call Ba
									Hours	Hours	Hours	Time		
	ProblemCodes													
		Machine Inspection												
	Resolution Code:		Clean/Adjust											
io 857 [Toshiba]									6.51	7	.84 0.	5 6.7	7	1
OSV-03782 sn:CABF313	65								6.51	7	.84 0.	5 6.7	7	1
SC212102														
Call	SC212102	JAMMING [CM]		Call In SLA:	No	SLA Response	4.00	Contract#:	CT01504-OSV-03			6.37	7	0
	Assigned Tech:	David Prior		Received:	2020/01/07 10:08	Hours: Response Hours:	6.37	Call Priority:	N					
		Jane 802-857-6300			2020/01/07 16:03	CM Response	6.37	-		Parts Labor Travel Toner				
						Hours:								
	Call Desc:	jamming when trying to	make 2 sided copies	Arrived:	2020/01/07 16:37	Travel Hours:	0.57							
				Completed	2020/01/07 17:27	Repair Hours:	0							
						Resolution Hours:	6.37							
	ProblemCodes													
	Problem Code:	JAMMING												
	Danalutina Cada		Name day of Tasks d											
	Resolution Code:	C	Cleaned and Tested											
	Resolution Code:		Repaired											
SC213272		Decrees in sect (CMI)		O-II I- OI A	NI-	CLA Paranas	4.00	04	OT04504 OCV 00			0.00		0
Call	SC213272	Drawer issue [CM]		Call In SLA:	INO	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-03			8.23	3	0
	Assigned Tech:	David Prior		Received:	2020/01/15 08:16	Response Hours:	8.17	Call Priority:	High					
	Caller:	Laurie Wilcox		Dispatched:	2020/01/15 16:25	CM Response	8.17	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Dagg	drawer issue, wont clos	o piece fell off	Arrived	2020/01/15 16:26	Hours: Travel Hours:	0.02							
	Call Desc.	, drawer issue, work clos	se piece reii ori		2020/01/15 16:26	Repair Hours:	0.02							
				Completed	2020/01/13 17.16	Resolution Hours:	8.23							
						1 tooolation 1 touro.	0.20							
	ProblemCodes	3												
	Problem Code:	Broken Part												
	Resolution Code:	C	leaned and Tested											
	Resolution Code:		Repaired											
SC214522														
Call	SC214522	JAMMING [CM]		Call In SLA:	No	SLA Response	4.00	Contract#:	CT01504-OSV-03			5.67	7	0
	Assigned Tech:	David Prior		Received:	2020/01/23 08:23	Hours: Response Hours:	4.78	Call Priority:	N					
	Caller:				2020/01/23 06.23	CM Response	4.78	-		Parts Labor Travel Toner				
	Callel.	. ourio		Dispatorica.	2020/01/20 12:04	Hours:	7.70	Biii Code.	CC V Copici Ivialiii IIICI	. G. & Edbor Haver Folici				
	Call Desc:	Printing report cards an	d it keeps jamming	Arrived:	2020/01/23 13:10	Travel Hours:	0.6							
				Completed	2020/01/23 14:03	Repair Hours:	0.88							
						Resolution Hours:	5.67							
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	С	leaned and Tested											
	Resolution Code:		Replaced Parts											
SC221943														
	00001010	Broken Piece [CM]		Call In SLA:	No	SLA Response	4.00	Contract#:	CT01504-OSV-03			13.07	7	0
Call	SC221943					Hours:								

									Response Hours	CM Response Hours	Repair Hours	Resolution Time	Rescheduled	Call Bac
	Caller:	Jane Olesen		Dispatched:	2020/03/19 08:01	CM Response	12.03	Bill Code	OSV Copier Maint Incl	Parts Labor Travel Toner				
						Hours:								
	Call Desc:	Closed Wed- Open Thur	s/Fri morning only		2020/03/19 08:27	Travel Hours:	0.43							
				Completed	2020/03/19 09:29	Repair Hours:	1.03	Incompleted	Need Parts - Operational					
						Resolution Hours:	13.07		Operational					
	ProblemCodes													
	Problem Code:	Broken Part												
	Resolution Code:	Guide/Baffle Repa	ir or Replacement											
Cal	SC222117	HAS PART [O]		Call In SLA:	N/A	SLA Response	4.00	Contract#	CT01504-OSV-03			(0	1
	Assigned Tech:	David Prior		Received:	2020/03/19 09:34	Hours: Response Hours:	1.22	Call Priority	Medium					
		Jane Olesen			2020/03/20 14:48	CM Response	1.22			Parts Labor Travel Toner				
	Caller.	Jane Olesen		Dispatorieu.	2020/03/20 14.40	Hours:		Bill Code	. OSV Copiei Maint Inci	raits Labor Haver Folier				
	Call Desc:	Closed Wed- Open Thur	rs/Fri morning only	Arrived:	2020/03/20 15:20	Travel Hours:	0.53							
		lane - narts near fuser o	omnletely came out	Departure	2020/03/20 15:46	Repair Hours:	0.43							
						Resolution Hours:	0							
SC222117	7													
OOLLETTI														
	ProblemCodes													
		Broken Part												
	Problem Code:	DIOKEII FAIT												
	Resolution Code:	Spring/Tension/P	Pressure Adjust or											
OSHES457 [Toshiba]									6.09					0
OSV-03386 sn:CEHD28	685								6.09	6.	09 0.	6.9	9	0
SC213374	1													
	SC213374	JAMMING [CM]		Call In SLA:	Yes	SLA Response	4.00	Contract#	CT01504-OSV-03			3.45	5	0
ou.				ouii iii ob i.	.00	Hours:	1.00	Contidota	0101001 001 00			0.10	•	
	Assigned Tech:	David Prior		Received:	2020/01/15 12:55	Response Hours:	2.65	Call Priority	: N					
	Caller:	Jane 802-857-6300		Dispatched:	2020/01/15 15:27	CM Response	2.65	Bill Code	OSV Copier Maint Incl	Parts Labor Travel Toner				
	0-11 D	koons ismming thou ko	on alcoring it out	A anti-ca al-	0000/04/45 45:04	Hours:	0.40							
	Call Desc:	keeps jamming they kee	sp cleaning it out		2020/01/15 15:34	Travel Hours:	0.12							
				Completed	2020/01/15 16:22	Repair Hours:	0.8							
				Completed	2020/01/13 10.22	Repair Hours: Resolution Hours:								
				Completed	2020/01/13 10.22									
				Completed	2020/01/13 10.22									
	ProblemCodes			Completed	2020/01/13 10:22									
		JAMMING		Completed	2020/01/13 10:22									
				Completed	2020/01/13 10:22									
		JAMMING	leaned and Tested		2020/01/13 10:22									
	Problem Code:	JAMMING CI	leaned and Tested		2020/01/13 10:22									
SC221992	Problem Code: Resolution Code: Resolution Code:	JAMMING CI			2020/01/13 10:22									
	Problem Code: Resolution Code: Resolution Code:	JAMMING CI				Resolution Hours:	3.45	Contract#	CT01504-05V-03			10.33	3	0
	Problem Code: Resolution Code: Resolution Code: 2 I SC221992	JAMMING CI N Remove Jam [CM]		Call In SLA:	No	Resolution Hours: SLA Response Hours:	4.00		CT01504-OSV-03			10.36	8	0
	Problem Code: Resolution Code: Resolution Code:	JAMMING CI N Remove Jam [CM]		Call In SLA:	No 2020/03/18 08:32	Resolution Hours: SLA Response Hours: Response Hours:	4.00	Contract# Call Priority				10.34	3	0
	Problem Code: Resolution Code: Resolution Code: 2 I SC221992 Assigned Tech:	JAMMING CI N Remove Jam [CM]		Call In SLA:	No	Resolution Hours: SLA Response Hours: Response Hours: CM Response	4.00 9.53 9.53	Call Priority	Medium	Parts Labor Travel Toner		10.34	3	0
	Problem Code: Resolution Code: Resolution Code: SC221992 Assigned Tech: Caller:	JAMMING CI N Remove Jam [CM] David Prior Jane Olesen	No Problem Found	Call In SLA: Received: Dispatched:	No 2020/03/18 08:32 2020/03/19 09:34	SLA Response Hours: CM Response Hours: CM Response Hours: Hours:	4.00 9.53 9.53	Call Priority	Medium	Parts Labor Travel Toner		10.38	3	0
	Problem Code: Resolution Code: Resolution Code: SC221992 Assigned Tech: Caller:	JAMMING CI N Remove Jam [CM] David Prior	No Problem Found	Call In SLA: Received: Dispatched: Arrived:	No 2020/03/18 08:32 2020/03/19 09:34 2020/03/19 09:34	Resolution Hours: SLA Response Hours: Response Hours: CM Response Hours: Travel Hours:	4.00 9.53 9.53	Call Priority	Medium	Parts Labor Travel Toner		10.38	3	0
	Problem Code: Resolution Code: Resolution Code: SC221992 Assigned Tech: Caller:	JAMMING CI N Remove Jam [CM] David Prior Jane Olesen Closed Wed- Open Thur	No Problem Found	Call In SLA: Received: Dispatched: Arrived:	No 2020/03/18 08:32 2020/03/19 09:34	Resolution Hours: SLA Response Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	4.00 9.53 9.53 0 0.85	Call Priority	Medium	Parts Labor Travel Toner		10.34	3	0
	Problem Code: Resolution Code: Resolution Code: SC221992 Assigned Tech: Caller:	JAMMING CI N Remove Jam [CM] David Prior Jane Olesen Closed Wed- Open Thur	No Problem Found	Call In SLA: Received: Dispatched: Arrived:	No 2020/03/18 08:32 2020/03/19 09:34 2020/03/19 09:34	Resolution Hours: SLA Response Hours: Response Hours: CM Response Hours: Travel Hours:	4.00 9.53 9.53 0 0.85	Call Priority	Medium	Parts Labor Travel Toner		10.38	3	0
	Problem Code: Resolution Code: Resolution Code: SC221992 Assigned Tech: Caller:	JAMMING CI N Remove Jam [CM] David Prior Jane Olesen Closed Wed- Open Thur	No Problem Found	Call In SLA: Received: Dispatched: Arrived:	No 2020/03/18 08:32 2020/03/19 09:34 2020/03/19 09:34	Resolution Hours: SLA Response Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	4.00 9.53 9.53 0 0.85	Call Priority	Medium	Parts Labor Travel Toner		10.38	3	0
	Problem Code: Resolution Code: Resolution Code: SC221992 Assigned Tech: Caller:	JAMMING CI N Remove Jam [CM] David Prior Jane Olesen Closed Wed- Open Thur	No Problem Found	Call In SLA: Received: Dispatched: Arrived:	No 2020/03/18 08:32 2020/03/19 09:34 2020/03/19 09:34	Resolution Hours: SLA Response Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	4.00 9.53 9.53 0 0.85	Call Priority	Medium	Parts Labor Travel Toner		10.34		0
	Problem Code: Resolution Code: Resolution Code: SC221992 Assigned Tech: Caller:	JAMMING CI N Remove Jam [CM] David Prior Jane Olesen Closed Wed- Open Thur	No Problem Found	Call In SLA: Received: Dispatched: Arrived:	No 2020/03/18 08:32 2020/03/19 09:34 2020/03/19 09:34	Resolution Hours: SLA Response Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	4.00 9.53 9.53 0 0.85	Call Priority	Medium	Parts Labor Travel Toner		10.38	3	0
	Problem Code: Resolution Code: Resolution Code: Resolution Code: I SC221992 Assigned Tech: Call Desc: ProblemCodes	JAMMING CI N Remove Jam [CM] David Prior Jane Olesen Closed Wed- Open Thur	No Problem Found	Call In SLA: Received: Dispatched: Arrived:	No 2020/03/18 08:32 2020/03/19 09:34 2020/03/19 09:34	Resolution Hours: SLA Response Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	4.00 9.53 9.53 0 0.85	Call Priority	Medium	Parts Labor Travel Toner		10.34	3	0
	Problem Code: Resolution Code: Resolution Code: Resolution Code: I SC221992 Assigned Tech: Call Desc: ProblemCodes	JAMMING CI N Remove Jam [CM] David Prior Jane Olesen Closed Wed- Open Thur	No Problem Found	Call In SLA: Received: Dispatched: Arrived:	No 2020/03/18 08:32 2020/03/19 09:34 2020/03/19 09:34	Resolution Hours: SLA Response Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	4.00 9.53 9.53 0 0.85	Call Priority	Medium	Parts Labor Travel Toner		10.38	3	0
	Problem Code: Resolution Code: Resolution Code: Resolution Code: I SC221992 Assigned Tech: Call Desc: ProblemCodes	JAMMING CI N Remove Jam [CM] David Prior Jane Olesen Closed Wed- Open Thur	No Problem Found	Call In SLA: Received: Dispatched: Arrived: Completed	No 2020/03/18 08:32 2020/03/19 09:34 2020/03/19 09:34	Resolution Hours: SLA Response Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	4.00 9.53 9.53 0 0.85	Call Priority	Medium	Parts Labor Travel Toner		10.34	3	0

						Lose	vvcst	ora Scrioor Di	oti ict					
									Response Hours	CM Response Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
Estudio 857 [Toshiba]										i iouio	. iouio			
OSV-03400 sn:														
TOSHES457 [Toshiba]														
OSV-03751 sn:														
nas Fleming Elementary School :			100.00%	1		1								
E-Studio 3055c [Toshiba]			100.0070						3.1	1 2.:	37 1.0	0 1.	6	1
OSV-03387 sn:C7HD786	65								3.1					1
SC219468														
	SC219468	COPY QUALITY POOR	[CM]	Call In SLA:	Yes	SLA Response	4.00	Contract#:	CT01504-OSV-03			3.1	8	0
	Assigned Tech:	David Prior		Received:	2020/02/27 09:18	Hours: Response Hours:	2.37	Call Priority:	N					
	Caller:				2020/02/27 11:38	CM Response	2.37			l Parts Labor Travel Toner				
	Call Dagg	laguag with vallow lines	going through the	Arrivado	2020/02/27 44:40	Hours:	0.03							
	Call Desc.	Issues with yellow lines	dula for 3/4/2020 if		2020/02/27 11:40 2020/02/27 12:29	Travel Hours: Repair Hours:	0.03	Incompleted	End of Day, More					
				Completed	2020/02/27 12:29				Time Needed					
						Resolution Hours:	3.18							
	ProblemCodes													
	Problem Code:	Image Quality												
	Resolution Code:	Developer Repa	air or Replacement											
Call	SC219540	HAS PART [O]		Call In SLA:	N/A	SLA Response	4.00	Contract#:	CT01504-OSV-03				0	1
	Assigned Tech:	David Prior		Received:	2020/02/27 12:29	Hours: Response Hours:	3.85	Call Priority:	High					
		Jillian Aldrich			2020/03/17 08:02	CM Response				Parts Labor Travel Toner				
	0 " 0	D				Hours:	0.0							
	Call Desc:	Please overnight **custo			2020/03/17 08:20	Travel Hours:	0.3							
				Departure	2020/03/17 09:30	Repair Hours: Resolution Hours:	1.17							
						resolution riours.	Ü							
SC219540														
	ProblemCodes													
	Problem Code:	Image Quality												
EStudio 557 [Toshiba]	Resolution Code:	Developer Repa	air or Replacement						3.33	9	0.8	8 0.	0	0
OSV-03404 sn:CAHD142	264								3.3		0.8			0
00 00404 3H.OAHD142									0.00	~	0.1	0.	_	
SC219469														
Call	SC219469	PM [PM]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-03				0	0
	Assigned Tech:	David Prior		Received:	2020/02/27 09:21	Response Hours:	3.33	Call Priority:	N					
	Caller:	Olivia		Dispatched:	2020/02/27 12:29	CM Response		Bill Code:	OSV Copier Maint Inc	Parts Labor Travel Toner				
	Call Desc:	Wants machine cleaned	I during break	Arrived:	2020/02/27 12:41	Hours: Travel Hours:	0.2							
		**Please Schedule for 3	/4/2020 if nossible		2020/02/27 13:28	Repair Hours:								
				,		Resolution Hours:								
	ProblemCodes Problem Code:	Machine Inspection												

						Response	CM Response	Repair	Resolution	Rescheduled	Call Back
						Hours	Hours	Hours	Time		
	Resolution Code:	Clean/Adjust									
Estudio 657 [Toshiba]											
OSV-03402 sn:											
OSV-03403 sn:											
Vestford Elementary School : 146		#DIV/0!	0	0							
EStudio 557 [Toshiba]											
OSV-03405 sn:											
Fotal						13.83		.06 49.06	403.	2	9

(No Survey Responses For Period)